

“Soft Skills” for Management Success

While there is no specific recipe for management success, managers who cultivate the following qualities, or “soft skills,” may be better prepared to lead, manage conflict, and cope with problems. Successful managers are:

- ▶ **Clear.** It’s important to communicate a strong sense of direction and purpose. Your team should know your expectations and understand the goals that have been set for them, their direct reports, and the company as a whole.
- ▶ **Empowering.** Show a commitment to standing behind team members and helping each one to fulfill their individual potential and ability. Encourage an open door policy and honest, mature handling of mistakes and problems.
- ▶ **Confidence building.** Build and sustain the self-image of your team, both individually and as a whole. Recognize and celebrate successes, while focusing on unsuccessful efforts as learning opportunities. Remind each member of your team that they are key to its functioning.
- ▶ **Fair.** Don’t play favorites or put one particular team member above others. Make decisions based not on personal criteria, but on what is best for the team and organization.
- ▶ **Organizational perspective.** Learn to see the “big picture” and balance the needs of individual team members with the company’s overall goals.



- ▶ **Professional role model.** Demonstrate the behavior you want to see from your team and the values of your organization. This is sometimes called “walking the talk.”
- ▶ **Patient.** Weigh the demands of business against reasonable expectations for productivity and performance. Avoid venting frustrations at team members.
- ▶ **Involved.** Take the time to understand your team’s day-to-day experiences and support their efforts to complete their work. Pitch in and help when “all hands on deck” are needed.
- ▶ **Trustworthy.** Respect each individual’s privacy and personal information. Make sure your team feels heard.
- ▶ **Respectful.** Recognize and value the unique qualities and perspectives that each individual brings to the workplace.

The LifeMatters Management Consultation Service can help you develop skills that will increase your chances of management success. Call 24/7/365.

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