



## Masterful Management Skills

Today, managers are stressed more than ever. Downsizing and tight budgets are challenging managers. In fact, doing more with less is the rallying call in corporations. To be a successful manager, several key skills need to be mastered. Here are my five top management skills for a masterful manager.

1. Listen. Truly listen to the messages your employees communicate.
2. Communicate. In today's volatile business environment, it is important to keep your employees informed. You will be amazed at their resilience.
3. Provide Feedback. Provide positive reinforcement and constructive criticism in a timely manner. And remember, praise in public and criticize in private. As stated by Ken Blanchard in *Everyone's a Coach*, "Feedback is the breakfast of champions, but it can only be given in an environment where people don't feel they have to defend themselves."
4. Consistency. Be consistent with all your employees. Do not send mixed messages.
5. Positive Demeanor. Remember, "you catch more bees with honey than vinegar." Focus on what can be done and air your frustrations in private.

Becoming a masterful manager is the path true leaders follow. If you follow this path, your management career will quickly blossom.

Ted Gorski is a Business and Management Coach. His practice, Get Your Edge LLC, is a business and management training company specializing improving communication between employees and managers. He conducts workshops as well as team/management coaching and can be contacted at 603-882-2661 or email [ted@getyouredge.com](mailto:ted@getyouredge.com).