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## Question - 1:

List some key skills of manager?

## Ans:

Here are some key skills of a manager:

- \* Strategic Thinking
- \* Collaboration
- \* Emotional Intelligence
- \* Critical Thinking
- \* Motivation
- \* Feedback
- \* Tough Conversations
- \* Coaching
- \* Making Values Visible and Viral

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## Question - 2:

What is critical thinking skill?

## Ans:

Critical thinkers question conventional wisdom. They are vigilant about identifying and challenging assumptions that underlie actions or inaction. They are automatically wary of generalizations, inferences and unproven theories. Among their favorite questions is: "How do we know that?" They strive to independent thinkers, careful to check how their own biases might color their decisions. They do this automatically to speed up good decision-making, not to cause "paralysis by analysis."

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## Question - 3:

How can you make values visible and viral?

## Δne-

Let people know what you stand for. Make those conversations a part of your daily work. Lose your fear of coming off as corny or holier than thou. Tap into the great reservoir of commitment and care that people bring to their work lives, but often fail to talk about unless they are at some professional seminar, where it pours out because you make it safe to talk about values like integrity, diversity, community, and service. All you have to do is start those conversations and they always take off organically. It should happen in the workplace, too. If you do not inspire, who will?

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## Question - 4:

What is coaching skill?

## Ans:

Are you among the legions of managers who habitually fix the work of others? Are you the non-stop answer machine for people who are overly reliant on you for decisions? And at the end of the day, do you wonder why you are frustrated and exhausted and employees are not getting better on your watch? You need to learn to coach their growth.

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## Question - 5:

What are tough conversations skills?

## Δns·

Do not avoid tough talks. Learn to do them deftly, avoiding the many pitfalls they can present. Become an expert at addressing challenges and problems early and often. Do not let problems fester or bullies prevail. Build trust as a leader so people recognize your good intentions even in the midst or wake of challenging conversations.

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#### Question - 6:

Explain emotional intelligence?

#### Ans:

Your IQ alone can not fuel the group's success. Emotional intelligence is critical. Build your self-awareness, self-management, social awareness and relationship management. Recognize that as a leader, you are contagious. Be a source of energy, empathy and earned trust, proving optimism and realism can co-exist. Understand that resilience is key to leadership, especially in stressful times.

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## Question - 7:

Define feedback?

#### Ans:

Commit to wearing what I call "feedback glasses" new lenses through which you look at people and their work. Through these lenses, you are always on the alert for opportunities to deliver specific, helpful information to people about their performance and their value to the organization. Upgrade the quality of all of your interactions by using them as opportunities for customized, effective feedback.

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## Question - 8:

How would you define motivation skill?

#### Alis.

Telling people "You are lucky to have a job" in no way qualifies as motivation. Nor does fear, unless it is fear of letting a great boss down. Nor, interestingly, does throwing money at people. Pay them fairly, of course, but do not stop there. Understand the key intrinsic motivators:

- \* Competence
- \* Autonomy
- \* Purpose

\* Growth
Determine the prescription for each of your employees.

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#### Question - 9:

What is dominance in collaboration?

#### Δns.

Change assumptions about the importance/subservience of certain roles in your organization.

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## Question - 10:

What is discomfort in collaboration?

## Ans

Educate yourself and your staff about the work of others.

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## Question - 11:

What is distance?

## Ans:

Stay on the radar with people you do not see regularly.

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## Question - 12:

What is dissonance in collaboration?

## Ans:

Check your demands and systems to make certain they are not undercutting collaboration.

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## Question - 13:

What does include in collaboration skill?

## Ans:

Overcome the four barriers to collaboration skills:

- \* Distance
- \* Dominance
- \* Discomfort
- \* Dissonance

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## Question - 14:

How does strategic thinking effect on managers?



#### Ans:

Do not just immerse yourself in today's tasks. Think big picture. Step back from the dance floor from time to time and take the balcony view and review systems. Set priorities aligned with major goals. Learn new and scary things. Encourage innovation by backing good people who take smart risks.

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## Question - 15:

What do you mean by leadership?

#### Ans:

Being a leader involves persuading others to follow the direction you want to go in. As such managers lead by example, have reasonable expectations of their staff and are excellent persuaders.

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## Question - 16:

What are administrative and financial skills?

#### Anc.

Managers will usually be expected to set budgets, manage them and carry out other admin such as writing reports. For this, they will need good numeracy, literacy and computer literacy skills.

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## Question - 17:

What is problem-solving?

#### Ans:

Managers may encounter problems in their work. They have to be able to think on their feet and solve problems as soon as they happen. To do this they will need to be experts in their field and be able to remain calm and focused while they come up with solutions.

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## Question - 18:

What is communication?

#### Ans:

Managers are the main line of contact between the front line staff, senior management and clients. They are responsible for keeping everybody informed.

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## Question - 19:

What is forward-planning and strategy?

## Ans:

The manager puts the strategy in place to achieve the team's vision and missions. To do this they must be able to plan ahead and look at the bigger picture.

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## Question - 20:

What is a delegation?

## Ans:

Sometimes it is tempting to do a job yourself because it is quicker than explaining it to someone else. However, managers should learn to delegate work where necessary to share responsibility and accountability.

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## Question - 21:

What are interpersonal and relationship-building skills?

## Ans:

Managers work closely with people in their team, assigning them work and ensuring they get appropriate training to do their jobs. As well as keeping staff motivated, they are also responsible for hiring and firing them. In order to do all of this, managers must be approachable, compassionate, diplomatic and have good communication skills to listen to and reward their staff.

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## Question - 22:

What is good organisation skill?

## Ans:

The manager is responsible for organizing their department, implementing processes and guides and outlining what needs doing.

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## Question - 23:

What is good time management?

## Ans:

Managers are often expected to complete work to deadlines. They must therefore manage the time of their teams and themselves and prioritize work so that projects are completed to deadline.

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## Question - 24:

What skills do you need to become a manager?

#### Ans:

Here are a few skills to become a manager:

- \* Good organisation
- \* Good time management
- \* Interpersonal and relationship-building skills
- \* Delegation
- \* Forward-planning and strategy
- \* Communication
- \* Problem-solving
- \* Administrative and financial skills
- \* Leadership

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## Question - 25:

What are the traits to develop managers?

#### Δns·

The most productive companies are typically more proactive than their peers when it comes to identifying and developing effective managers. The six most common managerial success traits include:

- \* Communication
- \* Leadership
- \* Adaptability
- \* Relationships
- \* Development of others
- \* Personal development

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## Question - 26:

How to teach communication skills?

## Ans:

A manager with good communication skills is able to instruct as well as he listens. Managers who can communicate effectively can process information, and then relate it back to their teams clearly. Effective managers should be able to understand, decipher and relate the organization's vision back to their employees in order to maintain productivity.

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## Question - 27:

How to expand leadership skills?

## Ans:

Leadership is a crucial attribute that many managers lack despite their job title. It is common practice for companies to promote employees with the best results, but sometimes the best salesman does not make the best manager. True leaders are able to instill trust, provide direction, and delegate responsibility amongst team members.

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## Question - 28:

How to encourage adaptability?

## Δne·

Adaptability also contributes to a manager's effectiveness. When a manager is able to adjust quickly to unexpected circumstances, he is able to lead his team to adjust as well. Adaptability also means that a manager can think creatively and find new solutions to old problems.

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## Question - 29:

How to make your managers effective?

## Ans:

An effective manager takes responsibility for ensuring that each individual within his department succeeds and that the team or business unit achieves results. Successful managers require both talent and skill. Effective management skills can be developed through training, mentoring and experience. But if a manager is void of natural talent, then the odds that he will be successful diminish significantly.

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## Question - 30:

What is a skill?

Ans:



A skill is the learned ability to carry out a task with pre-determined results often within a given amount of time, energy or both. In other words the abilities that one

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## Question - 31:

What is a manager?

A Manager is the person responsible for planning and directing the work of a group of individuals, monitoring their work and taking corrective action when necessary. For many people, this is their first step into a management career.

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## Question - 32:

What is a management?

e functio. Management in businesses and organizations is the function that coordinates the efforts of people to accomplish goals and objectives using available resources efficiently and effectively.

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