



# **Management Roles and Skills**

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## Management Roles

- ❑ In late 1960, Henry Mintzberg (Author on business and management), determine the roles of management, which are consistence of 10 roles.

### Interpersonal Roles (Communications Roles)

- i. Figurehead:** Symbolic head, required to perform a numbers of routine duties such as factory supervisor.
- ii. Leader:** Responsible for the motivation and direction of employees.
- iii. Liaison (Cooperation):** Maintain a network of contacts, who provide favors and information to others

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## Management Roles

### Informational Roles

- iv. Monitor:** Collect information from outside the organization, serve as center of internal and external information of organization.
- v. Disseminator** (person who spread news): Transmit information to the members of organization.
- vi. Spokesperson:** Represent the organization to outsiders, serve as expert on organization industry.

# Management Roles and Skills

## Management Roles

### Decisional Roles

- vii. Entrepreneur:** Initiate and oversee new projects that will improve their organization performance.
- viii. Disturbance Handler:** Responsible for the correction action when organization faces unexpected disturbance.
- ix. Resource Allocator:** Responsible for allocating human, physical and other resources.
- x. Negotiator** (معاملہ کرنے والا): Discuss issues and bargain (سودے بازی) with other.

# Management Roles and Skills

## Management Skills

### i. Technical Skills

- The ability to apply specialized knowledge and expertise (مہارت) such as civil engineer or surgeons.

### ii. Human Skills

- ❑ The ability to work with others, understand and motivate other people individually or in group

### iii. Conceptual Skills

- ❑ The mental ability to analyze and diagnose (identify) complex situation.