

# Introduction to Management: What does a Great Manager Look Like

## 1. Subject Matter Expert

Great managers are subject matter experts in the field they manage. They don't need to have every answer or know all the ins-and-outs of everything their employees do, but should have enough knowledge to provide general guidance and answers to the team when questions arise. A great manager also recognizes the value of their employee's knowledge and doesn't assume they always know best. They cede to the employee's opinions and knowledge when appropriate.

## 2. Self Awareness

A great manager has the self-awareness to recognize their strengths and weaknesses, as well as, the strengths and weaknesses of their team.

## 3. Utilizes Employees Effectively

Once you're aware of the strengths and weaknesses of your team, your goal should be to delegate work in a way that plays off those strengths and weaknesses.

## 4. Communicate

Clear and effective communication ensures that your employees feel heard and that your expectations are met. Sharing crucial information with employees that allows them to do their best work is important as well.

## 5. Reliable

Employees will feel more engaged and bring more trust to the work relationship when they view their supervisor as reliable.

## 6. Delegates Tasks

Great managers are effective delegators. They build strong relationships with their employees to know which task is delegated best to which employee. And they trust their employees to complete said tasks without the need for direct oversight/control.

## 7. Holds Employee's Accountable

One of the toughest aspects of being a great manager can be holding employees accountable. Accountability doesn't necessarily mean formal discipline though. Supporting employees and talking through what they need or what you can do to help them achieve their best work is a good first step, but if unsuccessful, formal discipline and documentation of deficiencies may be necessary.

## 8. Trust/Getting out of the Weeds

A great manager trusts their employees to do their work and accomplish their goals, only stepping into the weeds when the employee asks or demonstrates they can't be trusted, in which case, there is a bigger problem and the employee likely needs to be held accountable/disciplined. A great manager creates an environment where they trust their employees and their employees trust them. When mistakes or failures do happen, managers don't jump into the weeds and try to control everything, they

take a minute to reflect and listen to what the employee learned to do better in the future. Nobody likes a micromanager.

#### 9. Lead by Example

Nobody likes a hypocrite either. A great manager acts as a role model and practices what they preach as their expectations.

#### 10. Demonstrate Empathy

Great managers have high emotional intelligence and are able to work with their employees to ensure they do not burn out and balance their workload and mental health.

#### **References:**

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