

MANAGEMENT & LEADERSHIP

Here is a list of many things undertaken or performed by managers and leaders in business. Unfortunately, they've all been mixed up.

reporting monitoring budgeting measuring applying rules and policies disciplining people being honest with people developing strategy consulting with team giving responsibility to others determining direction explaining decisions assessing performance defining aims and objectives doing the right thing taking people with you developing successors inspiring others running meetings interviewing organizing resources acting with integrity	decision-making mentoring negotiating keeping promises working alongside team members sharing a vision with team members motivating others giving praise thanking people being determined communicating instructions making painful decisions appraising people recruiting counseling coaching problem-solving selling and persuading doing things right using systems getting people to do things	implementing tactics resolving conflict giving constructive feedback accepting criticism and suggestions allowing the team to make mistakes taking responsibility for others' mistakes formal team briefing responding to emails planning schedules delegating reacting to requests reviewing performance time management nurturing and growing people team-building taking responsibility identifying the need for action having courage listening
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1. Work with a partner and regroup these things into the two respective groups of managers and leaders.
2. Analyze each word or term to determine its correct meaning.
3. Which group is most likely to use active listening? Why?
4. Which group is more likely to be the best at negotiating?
5. Refer to the next page for the answer to question 1.

The following words represent the correct response to the previous page

Managing	Leading
reporting monitoring budgeting measuring applying rules and policies discipline running meetings interviewing recruiting counseling coaching problem-solving decision-making mentoring negotiating selling and persuading doing things right using systems communicating instructions assessing performance appraising people getting people to do things formal team briefing responding to emails planning schedules delegating reacting to requests reviewing performance time management organizing resources implementing tactics	team-building taking responsibility identifying the need for action having courage consulting with team giving responsibility to others determining direction explaining decisions making painful decisions defining aims and objectives being honest with people developing strategy keeping promises working alongside team members sharing a vision with team members motivating others doing the right thing taking people with you developing successors inspiring others resolving conflict allowing the team to make mistakes taking responsibility for mistakes nurturing and growing people giving praise thanking people giving constructive feedback accepting criticism and suggestions being determined acting with integrity listening