

What Makes a Good Manager?

Knowing what makes a good manager allows for the effective selection of a strong management team.

There are certain skills and competencies that a successful manager displays regardless of industry, organization, age or gender.



These are the key competencies a manager uses to achieve a productive and efficient workforce that accomplishes the right results.

A good manager provides clear direction

- defines specific objectives and outcomes

- communicates these clearly to staff
- delegates responsibility and defines roles explicitly
- establishes and communicates checks and controls
- follows up to ensure staff are on track to achieve outcomes

A good manager engages in clear communication

- expresses ideas effectively

- allows for frequent and open two-way communication
- summarizes information to clarify understanding
- listens to and acts on staff suggestions
- provides constructive feedback to staff

A good manager effectively develops staff

- utilizes staff members' skills and potential through effective delegation
- develops staff through appropriate learning activities
- empowers staff by sharing control of resources and responsibilities
- manages staff performance continuously
- provides support and help to maximize performance
- recognizes staff for their efforts

A good manager exercises good judgment

- defines and clarifies the issue
- gathers relevant facts
- chooses the most appropriate course of action based on valid information
- commits to the course of action
- communicates and explains decision to staff
- follows up on implementation

A good manager plans and organizes to get results

- defines objectives
- develops set of actions to meet objectives
- determines, obtains and assigns resources
- directs and motivates staff to achieve outcomes
- evaluates and reviews progress

A good manager solves problems effectively

- defines the problem
- gathers and analyzes relevant information
- identifies cause and effect relationships

- generates possible solutions
- plans, communicates and executes the best solution

Identifying a good manager does not have to be complicated. Focus on the basic skills that matter. Use the [manager interview guide](#) to explore these competencies and make the right selection decision.

As a manager use your insight to evaluate your own skills. A clear understanding of what makes a good manager will enable you to answer manager interview questions properly and professionally.

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