

Management Credo

Who is a manager? According to me, a manager is an individual who is in charge of a certain group of tasks, or a certain subset of a company. He is the one who is responsible for controlling and administering an organization or group of staff. A manager often has a staff of people who report to him or her. As an example, a restaurant will often have a front-of-house manager who helps the patrons, and supervises the hosts; or a specific office project can have a manager, known simply as the project manager. Certain departments within a company designate their managers to be line managers, while others are known as staff managers, depending upon the function of the department.

Have you ever seen the "plate spinner" at the circus? This is the individual who places a breakable dinner plate on a stick and starts it spinning. The entertainer repeats this task a dozen or more times, and then runs around and striving to keep all of the plates spinning without letting any crash to the floor. On many occasions, the role of manager resembles this "plate spinner." The manager's functions are many and varied, including:

- Hiring and staffing.
- Training new employees.
- Coaching and developing existing employees.
- Dealing with performance problems and terminations.
- Supporting problem resolution and decision-making.
- Conducting timely performance evaluations.
- Translating corporate goals into functional and individual goals.
- Monitoring performance and initiating action to strengthen results.
- Monitoring and controlling expenses and budgets.
- Tracking and reporting scorecard results to senior management.
- Planning and goal-setting for future periods.

Managers are most often responsible for a particular function or department within the organization. From accounting to marketing, to sales, customer support, engineering, quality and all other groups, a manager either leads a team directly or leads a group of supervisors who lead the teams.

In addition to the traditional role of departmental or functional manager, there are also product and project managers who are responsible for a set of activities or initiatives, often without any people reporting to them. These informal managers work across functions and recruit team members from the various groups for temporary and unique initiatives. According to me a manager is a multiplier. For me a good manager is the one

who appreciates the hard work of his team members but at the same time should be able to take some harsh decisions that may not be accepted by everyone but they are essential for the betterment of the company. I admire this management position and I am working hard to become a good manager one day.

There are certain values that I hold to when leading myself. I will expect my leaders, my peers, my team and my employees to challenge me when my behaviour does not reflect these values. I will reflect on my actions to ensure I follow my heart. As a manager I would strive hard to gain and maintain the trust of my team members. I would like to be considered as a friend rather than a senior authority for my team. "Trust" is the most important aspect if you want an organisation or even a team within an organisation to succeed. As a manager, to gain my team's trust I will share information about myself with anyone who needs to know except for information about my family that only my friends and family need to know. I will openly share information about my work with anyone who needs to know except for information about my work that my employer has instructed me not to share. If I don't share information with others, it is because it is not my information to share, it falls into one of the exceptions above or I don't have information to share. I will always try to talk to my team and connect with them outside work. I will try my best to be a person with whom they can talk and share their problems. So as a manager I want to be a trustworthy person for my team.

I will always act honestly and fairly. I believe that rules are to be followed and they cannot be broken by anyone, even if he/she is the CEO of the company. I will definitely be fair with everyone in my team. I will praise the employee's work if it meets the company's expectation and will also sometimes criticize them for doing things in a wrong way. I will try to maintain the work ethics within the organisation. If I come to know about some unethical activities within my organisation or even within my team I will try my best to control them. I will defend the reputations of those who cannot defend themselves or who are not present to defend themselves. I value when others do the same.

As a manager I will accept and acknowledge my responsibilities, personal actions and outputs. I will take ownership of my own success and will work through my failures. I expect the same from others to whom I have assigned certain responsibilities i.e my team. As a manager I will always try to motivate my team and help them in whatever way

possible. I will support my employees, my team, my colleagues and my organization in achieving their goals. I am not successful if I do not support those around me in achieving their success. I will continue to learn and will seek new opportunities that may be outside my profession. I will encourage and assist others in developing and improving themselves. I will continue to seek and accept opportunities that take me outside my comfort zone. Without challenge there is no risk of failure and consequently there is no opportunity for personal or corporate learning. I will accept the responsibilities entrusted on me and will take all necessary actions and decisions to fulfil them.

The best managers understand that their role is about their team and their team's performance and not about themselves. They work hard to develop their skills and they take great satisfaction in the successes of their team members. Management as a career is simultaneously challenging and exciting and this is the reason I am loving the fact that I am going to be a "Manager" one day.

Citations and References

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