

### **Definition of a Manager**

A Manager is normally the person responsible for planning and directing the work of a group of individuals, monitoring what needs to be done, and guide or take corrective action when necessary.

The manager must be familiar with the work of all the groups he/she supervises, but does not need to be an expert in any or all of these areas. It is more important for the manager to know how to manage than to know how to do their work well.

A manager may have the power to hire or fire employees or to promote them, or may only recommend such action to the next level of management.

### **Art and Science**

Management is both art and science. It is the art of making people more effective than they would have been without you their. The science is in how you do that. There are four basic items to consider; planning, organise, direct, and monitor.

### **Make the Team More Effective**

An example is where say 4 workers can make 6 units per day without a manager. If I hire you to manage them and they still make 6 units a day, is there any benefit to my business of having hired you? If however they now make 8 units per day, as a manager you have proved your value.

### **Planning**

Management starts with planning. Good management starts with good planning. And proper prior planning prevents... well, you know the rest of that one.

Without a plan you will never succeed. If you happen to make it to the goal, it may have been skill but probably more good luck.

Decide on a goal, then figure out the best way to get there. What resources do you have? What can you get? Compare strengths and weaknesses of individuals and other resources. Example; will putting four workers on a task that takes 14 hours cost less than renting a machine that can do the same task with one worker in 6 hours?

Plan for all probable scenarios even worst case scenario's.

**TIP:** *One of the most often overlooked management planning tools is the most effective. Ask the people doing the work for their input.*

### **Organise**

Now that you have a plan, you have to make it happen. Is everything ready ahead of your group so the right stuff will get to your group at the right time? Is your staff prepared to do its part of the plan?

Are the workers trained? Are they motivated? Do they have the equipment they need? Are there spare parts available for the equipment they use in case of a breakdown? Has purchasing ordered the material? Is it the right stuff? Will it get here on the scheduled date?

### **Direct**

Now Tell people what they need to do. Give some clear direction, don't do there job for them but try and determine if the way its being done is the best way to do it. Write it down in your office manual. When that person is not there can anyone else take over the job by following the instructions. It may mean some of the work can continue if not all of it.

### **Monitor**

Now that everything is moving, make sure its all going to plan. When its not,, the manager needs to step in and adjust the plan.

Problems will happen. Someone will get sick. A part won't be delivered on time. That is why you developed a contingency plan in the first place. When something is out of sync, you need to Plan a fix, Organise the resources to make it work, Direct the people who will make it happen, and continue to Monitor the effect of the change.