

# Top Competencies Management

New managers are required to both understand the big picture vision of their organization and how their department's contributions affect the bottom line. Managers oversee the day-to-day operations of their team and are responsible for enforcing the employee handbook, hiring and firing, and overall organizational strategy.

Competencies and skills can vary depending on industry and specific organizational values, but here's 10 essential competencies all new managers can benefit from developing.



## 1.

### EMOTIONAL INTELLIGENCE

The ability to understand and manage your own emotions and the ability to understand other people's emotions. Managers must learn emotional intelligence themselves, before they can help their team. [TalentSmart](#) tested emotional intelligence alongside 33 other important workplace skills, and found that emotional intelligence is the strongest predictor of performance, explaining a full 58% of success in all types of jobs.

## 2.

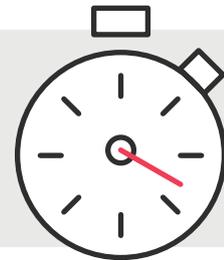
### DELEGATION

The ability to assign tasks to employees. This is one of the biggest challenges for new managers as they advance from an individual contributor role to management.

## 3.

### TIME MANAGEMENT

Managers must learn how to use their time wisely. This includes multi-tasking, planning, delegation, and organization. Managers should be able to lead by example and coach their employees on time management for their individual tasks.



## 4.

### PROFESSIONALISM

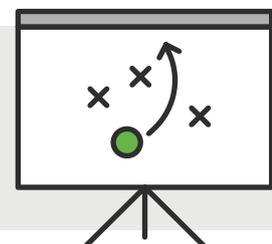
Managers help set the standard of success and expectations for their team. There are four key indicators of professionalism, according to a study by the [Polk-Lepson Research group](#):

- |                              |                              |
|------------------------------|------------------------------|
| ① 33.6% interpersonal skills | ③ 25.3% appearance           |
| ② 27.3% work ethic           | ④ 24.9% communication skills |

## 5.

### STRATEGIC THINKING

Managers use strategic thinking to analyze opportunities, problems, and challenges from a big picture perspective and focus tactics to drive business results.





## 6. AGILITY

Managers who improve their personal learning agility and create a learning culture within their teams help create a team of highly motivated, resilient, innovative and resourceful individuals.

According to [Forbes](#), here's the top 5 characteristics of agile leaders:

- 1 Mental agility
- 2 People agility
- 3 Change agility
- 4 Results agility
- 5 Self-awareness

## 7. GOAL SETTING

Following the guidelines for [SMART goals](#) gives managers the criteria to strive for when setting up goals for their team and individual projects. This could include working with ideas, data, budgets, and more.

- S Specific
- M Measurable
- A Achievable
- R Realistic
- T Timely

## 8. COMMUNICATION SKILLS

One of the most important skills to master for new managers. Active and empathetic listening, transparency, and clear expectations help managers create trust, boost productivity, and lead successful teams.

## 9. COACHING

The skill that helps managers identify a teachable moment and supply prompt and effective feedback.

## 10. CONFLICT MANAGEMENT

Every manager needs to learn how to intervene with workplace conflict in an appropriate, professional manner.

### HOW TO INCLUDE TOP COMPETENCIES IN YOUR NEW MANAGER PROGRAM:

- 1 Use Learning Initiatives with stages to help learners absorb information in bite-sized chunks.
- 2 Create playlists. Encourage program participants and mentors to create and share custom playlists with each other.
- 3 Promote elective learning by taking advantage of BizLibrary's Curated Learning Paths and Recommendation Engine.

### SUGGESTED BIZLIBRARY CURATED LEARNING PATHS:



Click the links below to learn more

Coaching

Leading Teams

Delegating

Emotional Intelligence

Managing Remotely

Strategic Thinking