**University of Al- Mustaqbal / College of Nursing**

**Fourth Stage / Introduction to Leadership & Management Course**

**Management Skills**

**Lecture 4**

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**Management-** **It is the process of getting the work done through other people.**

**What Does a Manager Actually Do?**

**Managers are most often responsible for a particular function or department within the organization (Hospital).**

**A manager either directly leads his or her team or leads a group of supervisors who oversee the teams of employees.**

**What Six Things Should a Manager Do?**

* **Are your employees actually engaged at work**?
* **Lead by example. As a leader,** **you're always being watched**.
* **Ask questions — and listen to the answers**.
* **Give constructive feedback.**
* **Actively build your team.**
* **Take care of yourself.**

**Five Basic Management Skills-**

* **Technical Skill.**
* **Conceptual Skill.**
* **Interpersonal and Communication Skills.**
* **Decision-Making Skill.**
* **Diagnostic and Analytical Skills.**

**How to be a Better Manager?**

**As a Person**

* **Get to know your employees and what they want.**
* **Communicate effectively.**



* **Listen to your employees as much as possible.**
* **Be a motivator.**
* **Be a leader, not just a manager.**
* **Improve yourself.**
* **Acknowledge success.**

**On the job**

* **Work with your team, not above them.**
* **Create a positive and inclusive work environment.**
* **Communicate goals, expectations and feedback.**
* **Coach your team members.**
* **Practice self-awareness and**
* **Grow your leadership skills.**

**What are the Levels of Management?**

**The three levels of management typically found in an organization (hospital)are**

1. **Upper -level management (top-level management).**
2. **Middle-level management, and**
3. **Low-level management (first – level management),**
4. **(Upper) Top- Level Management**

**Upper Level – Management**, as the **nurse director**, responsible for managing nursing department in the hospital, and all middle managers report to him/her.

1. **Middle – Level Management**

**Middle – Level Management,** as the **nurse supervisor**, responsible for supervises a number of first-level managers, usually within related specialty or in a given geographical area.

1. **Low-Level Management – (First – Level Management)**

**First – Level Management,** also known as **first line manager**, responsible for supervising the work of non-managerial personnel and day to day activities of a specific unit work.

**The first – line nurse manager assumes three main functional areas of responsibilities namely:**

1. **Patient Care Management**
2. **Staff Management**
3. **Nursing Unit Management**

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