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HOW TO BE A SUCCESSFUL MANAGER

A good starting point is the Warren G. Bennis quote that "Leaders are people who do the right things; managers are people who do things right." Leadership involves creating a compelling vision of the future and helping people understand and commit to it. Managers, on the other hand, are responsible for ensuring that the vision is implemented efficiently and successfully.

Of course, these two roles overlap – and, to be fully effective, you need to fulfill both roles. However, the focus of this article is on the specific skills and responsibilities of managers. After all, there's no point energizing people to work towards a fabulous vision of the future, only to fall flat on your face when it comes to implementation [3].

The Importance of Delegation

The top priority for team managers is delegation. No matter how skilled you are, there's only so much that you can achieve working on your own. With a team behind you, you can achieve so much more: that's why it's so important that you delegate effectively!

Successful delegation starts with matching people and tasks, so you first need to explain what your team's role and goals are. A good way of doing this is to put together a team charter, which sets out the purpose of the team and how it will work. Not only does this help you get your team off to a great start, it can also be useful for bringing the team back on track if it's veering off course [3].

Motivating Your Team

Of all the attributes that set good managers apart, this may be the most important. The ability to empower members of a team and help each

individual strive to excellence is often what drives an organization's success. Great leaders tap into employees' desire to make a difference in the world and positively impact their communities [2]. Let your team have a say in how they do their jobs. Encourage them to give their input and ask for suggestions on how they think they could improve their performance. If you want to empower your team, encourage them to show their own initiative and don't create an environment where they feel they need to run every little thing by you before they can act [1, content № 10.3].

Developing Your Team

Having a good training programme, one which allows your staff to grow and to explore their work-related interests is entirely worthwhile. It can increase retention rates, speed up product development, and boost productivity and profitability.

Given the benefits, it's surprising that so many companies fall flat when it comes to training. This is largely because most organisations put all of their emphasis on (and all of their resources into) understanding the customer and forget about one of their most valuable assets – their workers. Companies spend billions to make sure they know their customers every pain point and desire. But, when you consider the amount of effort that goes into figuring out the pain points and desires of employees, you'll often discover a harsh contrast.

If you can help team members to become better at what they do, you'll be a manager who people aspire to work for, and you'll make a great contribution to your organization, too.

The most effective way of developing your people is to ensure that you give regular **feedback** to members of your team. Many of us are nervous of giving feedback, especially when it has to be negative. However, if you give and receive feedback regularly, everyone's performance will improve [3].

Communicating With People in Your Team

As a team manager, you're likely to do regular sessions as well as one-off meetings. Meeting of all kinds, and regular ones in particular, are known for wasting people's time, so it's well worth mastering the skill of running effective meetings .

Many meetings include brainstorming sessions. As a team manager, you'll often have to facilitate these, so you'll need to be comfortable with doing this.

As a manager you should be active listener can it helps you detect problems early (while they're still easy to deal with), avoid costly misunderstandings, and build trust within your team [3].

Leads by Example

Anyone can issue orders, but a true leader knows what it's like to be in the trenches. When a good manager works side by side with a team and shows up physically and mentally for every task it's definitely noticed. Similarly, when a manager sends out project due dates and then goes missing from the office or is unavailable for questions that's also noticed [2].

Traps to Avoid

– Thinking that you can rely on your existing job knowledge and technical skills to succeed as a manager. It is essential that you take the time to develop good management and people skills as well – these can be more important than your technical skills!

– Approaching your boss without having thought a problem through.

– Failing to talk to your customers (whether internal or external) about what they want from yourself and your team.

– Using your authority inappropriately – make sure that everything you ask people to do is in the interests of the organization.

Many of these points sound obvious, however, it's incredibly easy to make these mistakes in the rush of everyday managerial life [3]. In many ways being a great manager is the same thing as being a great person. The best managers understand people. They understand their differences, their similarities, their motivations, their emotions and their challenges [1, content №11].

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