

Three Ways Managers Prove Their Incompetence

by

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Managers are individuals who delegate, direct, monitor and expect to achieve certain results through others. However, the tasks that these managers are expecting others to achieve through the direction of their delegating efforts, never can be attained by poor direction and unclear objectives.

Managers supposedly earn their positions based on their interpersonal and technical skills....at least that's what we hope....right? While most managers have no problems displaying people skills, there are the remaining few who would just prefer to just delegate and never interact with their subordinates. You also have the managers who possess exceptional people skills, but lack the expertise necessary to perform their roles in leadership. Here are three ways that can prevent success in a leadership role.

Lack of Knowledge – If you are in a leadership position, whatever the title, you should at all costs learn the business in which you are employed. Managers must cross-train into other departments, interact with their employees, and always possess thorough knowledge of their product and service offerings. There should be no excuses as to why you can't resolve simple customer service issues or why you can't perform your job effectively. Most managers just pass the problems to the next: *"Oh that's not my department....let me transfer you to the manager in that department."* Are you even attempting to at least find out the issue with this customer? Have you even considered how many actual times this customer has been transferred already? This is definitely one way to obtain, retain, or lose your customers. Organizations must invest in the proper training of all their employees if they expect to keep customers, or if you expect your businesses to survive. Without the customers...it can't and it won't! No one enjoys contacting a company regarding a customer service issue, and talking to a manager who lacks the knowledge of their own products and services. That's incompetence at its best people! The manager can't talk intelligently or articulate with accuracy to the customer, their product or service offerings! These are the same customers that are keeping the managers employed. There are no excuses for lack of knowledge!

No Self-Confidence – There is no way possible that you'll succeed in a position as a manager, if YOU don't believe that YOU can perform the requirements of the job. If you have a timid character trait, you'll need to take steps to find ways to build your confidence if you expect others to respect you and your abilities; and if you expect to have a career in management. Delegating becomes an issue for you, caring whether your subordinates will like you or not becomes an issue for you; which ultimately lowers the respect level and morale for you amongst your subordinates. If you know that you can't handle the responsibilities of a position in management, do not put yourself in the situation. When you take on a role in leadership, you are expected to effectively, confidently and efficiently lead others! There is no room for a follower in a leadership role. It requires confidence and competence. It requires effectiveness and efficiency. Most of all, it requires your ability to lead!

Utilizing Intimidation – If you are a manager who enjoys instilling fear in your employees, you are an Insecure Individual. Fear is the only tool you have and you mistake this as respect. These types of managers utilize methods that threatens their employees jobs. They can't just politely and firmly delegate a task. And why? Their employees do not respect them! Utilizing intimidation with your employees displays the incompetence in your people skills as a manager. A productive employee is one who feels appreciated, not fearful. When you invoke feelings of fear into your employees, this causes all sorts of stress and missed time from work. They worry about losing their jobs and can't perform at their best. In a customer service position, how can you expect your employees to perform above and beyond, when you as their leader, can't give them any respect. Your employees, in turn, are then mean and rude to the customers! You may think your methods of intimidation are working for you now, but just wait and observe. What you put out you get back...that includes your behavior! If you can't improve your interpersonal skills as a manager, leadership is clearly not the role for you. You are only planning your trip to your own failure. If you get no respect at home from your family or spouse.....you make up for this by bullying your employees at work. You must deal with whatever personal issues you have, so you don't involve them in your professional communications; especially in a position of leadership! One thing I've learned from observing others.....*"You can always teach someone how to perform the tasks of their jobs; however, you can never teach someone how to have a "good attitude!"*

Projecting Effectiveness, Efficiency, Confidence, and Competence in your leadership abilities is what earns you respect. If you are utilizing caring and genuine interpersonal skills, getting your employees to perform their assigned tasks should never be a problem for you as a manager. If you are knowledgeable of your products and services, and project the confidence to communicate and articulate this to your customers, you'll keep them. This ensures your continued employment.

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