

A photograph of three people in a meeting. A man with a beard and glasses is speaking, holding a pink pen. Two other people are listening attentively. The background shows a modern office setting with plants and framed pictures.

7 Qualities of a Good Manager

According to research by Gallup, management quality accounts for a stunning 70% of engagement at work.¹ Engaged employees tend to be both more loyal and more productive, making it essential for companies to utilize top managers. But what defines a good manager? What skills and qualities should you have? Here are 7 qualities of any good manager

01. Be engaged

You can't expect your employees to be engaged at work if you aren't as well. This means demonstrating not only a passion for the vision and for the work, but also for your employees. Meet with them regularly, both as a team and also through regular 1:1s. Get to know them as people. Learn their goals and desires, as well as their strengths and weaknesses. Show up for them and they'll show up for you.

02. Let them shine

Before planning a meeting, ensure an in-person or virtual meeting is necessary. An added meeting may interrupt your teams' focus and pull them from their work for a meeting that could have easily been an email or chat message. Sometimes an effective meeting means no meeting at all.

03. Connect the work to the vision

Everyone wants to feel like they are part of something bigger than themselves. Help your employees understand how their individual contributions support the company's overall success. Validate their concerns and empower them to make decisions that are in the best interest of the organization. Listen to their ideas and suggestions for improvement.

04. Model what you want to see

Great managers never ask their employees to do anything that they aren't willing to do themselves. Set a good example by showing up on time and doing the work. But don't forget to model a healthy work-life balance by leaving work behind at the end of the day and encouraging your team members to do the same.

05. Be honest, authentic and transparent

Some managers want to shield their employees from potential bad news. Others use their team members as a place to complain when things get tough. Neither is good for employee morale. Always strive to be honest and transparent. Let your team know what's going on at the company without sugar-coating or catastrophizing. When you simply don't know what will happen, tell them that. In addition, don't get caught up in "being a manager" by putting on a persona that isn't authentically you. Being your authentic self will help set your employees at ease.

06. Give and earn trust

Trust is at the core of any working relationship. Earn your employees' trust by living up to your commitments, respecting confidentiality and staying out of any workplace drama. Show your team members that you trust them by empowering them, being flexible and validating their feelings.

07. Resolve conflicts

Conflict resolution is never fun, but it is a vital skill to master. Learn the techniques of de-escalation and mediation. Develop the ability to help both sides feel like they got a win.

Good management skills take time and effort, but they are worth the trouble. A good manager can make a real difference in employee engagement, loyalty and productivity. This is a win-win for both the organization and the individual employees.

Hosting effective meetings is part of having strong project management and communication skills. If you're looking for tailored learning pathways to help your team sharpen those skills.

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¹ 8 Behaviors of the World's Best Managers, Gallup (Dec. 2019)