



# HOW TO BECOME A SUCCESSFUL MANAGER

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**Abstract-** Everyone wants to be successful in life and profession. I have taken the HR manager how He/she can become successful. All are not born leaders, but one can develop these skills. As humans are part of organizations big or small. Organizations cannot be successful without humans. So, it is a very essential thing how to keep employees happy and work for the organization sincerely and which will result in organizations success. There are some functions like POSDC and other things like communication, Motivation, Leadership, how to behave with employees, etc. where a manager can become successful and I have added two articles one from [www.cnbc.com](http://www.cnbc.com) and the other from [www.moneycontrol.com/](http://www.moneycontrol.com/) so that one can notice the qualities of a manager like caring, support, teacake them successful

**Keywords-** Manager skills, decision making

## INTRODUCTION

In today's world, everyone wants to be successful in life, exams, profession, etc. In this paper, I am writing about the manager of human resources, how to become a successful manager when dealing with humans as a resource.

As Mary Parker Follet rightly said Management is the art of getting things done through others. As humans are not machines; humans have emotions, feelings so one cannot extract work from humans in the way how we can get work done by machines by giving one single command just by pressing a button. Apart from recruiting, selecting, training, and developing a human resource manager has many more functions which are very important which can make him successful they are

- Planning: - Planning is designing a future course of action to achieve the desired goal. It is a step by step process outlining what, how, where, when, and by whom a task is to be achieved.
- Organizing: -Organizing is co-ordination or a combination of all the required things (human, physical and financial resources) to achieve the desired goal.
- Staffing: -Staffing enables the Hiring of a suitable candidate.
- Directing: -Directing is guiding and instructing the subordinates and the instructions followed by the subordinates.
- Controlling: - Controlling is checking present performance with the plans adopted and contributing for future goals to be achieved.

Along with the above functions firstly he must understand the behavior of the employees, he should be a good motivator, a good leader, good communicator, and he should evaluate the performance of the employee's time to time and give feedback about how to improve further performance. He should have good inbuilt moral and ethical values.

Now we will discuss the above topics.

### **A good communicator**

Communication is a process by which all forms of information are transferred from one person to the other.

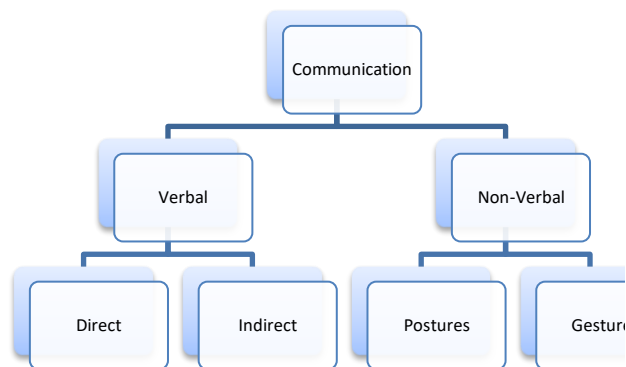
- Dale S. Beach defines Communication as “The transfer of information and understanding from person to person”.

All the functions of management such as planning, organizing, leading/ and controlling involve the act of communication without which they cannot be performed at all.

Secondly, managers devote a major portion of their time to the activity of communication. Thirdly interpersonal relations and group relations are maintained and developed only through the system of communication.

Communication is of two types.

1. Verbal
2. Non-verbal



In the organization for a manager, it is direct communication that will give good results than indirect communication when dealing with an employee where he/she can have a direct conversation on the problems and arrive at a solution. Here postures and gestures play an important role when the manager is dealing with the employee.

### Leadership

Leadership is the process of influencing others towards the accomplishment of goals. A

manager can induce sub-ordinates to work with zeal and confidence (Koontz and O'Donnell)

The terms 'Manager and leader 'are often used interchangeably. However, leadership is not the same as managership. Leadership can exist in unorganized groups, but a managership requires an organized structure. A manager is more than a leader under his position; a manager must organize and control the activities of people toward the plan, the accomplishment of objectives. Managership/ thus is a wider term. All managers are leaders, but all leaders are not managers.

According to the great man, theory leaders are born not made. Successful leaders accordingly are said to possess certain qualities that separate them from the 'crowd'. Some of the qualities that commonly make for good leadership are intelligence, communication skills, emotional balance, technical skills, and human relations skills.

Yes, it is agreed that a leader must possess the above qualities, but these qualities can be developed in the individuals not necessarily to be a born leader as said in great man theory. A manager as a leader should understand the employee; he/she should possess' moral values. He/she should try to enhance employees' capabilities by providing on the job training. He/she should be trustworthy and should prove to themselves that they care for employee's wellbeing.

### Motivator

The Motivation of people depends on the strength of their motives. Motives are sometimes defined as needs, wants/desires, or impulses within the individual. Motives are directed toward goals, which may be conscious or subconscious. Today's financial burdens are causing a dramatic change in people's attitudes toward work as compared to 1960 when Herzberg did his research. In a study by William M. Mercer Inc. and Yankeivich partners Inc. of “why I do this job”, they noticed that 40% of people work only

because of financial reasons. Other 60% composed of other reasons.

"Managers can also use money power as a motivator. They can use it as regular pay and incentive pay. The extra money will be a powerful motivator for the employees. Apart from money employees see for good working conditions and other things so a manager must try to provide a friendly atmosphere to work for the employees, as all fingers are not same in the similar way all the employees are not motivated by money there are different things which motivate employees. According to [www.cnbc.com/2018](http://www.cnbc.com/2018) More than half of Americans in a Gallup survey of over 7,200 workers said they had left a job to "get away from their manager to improve their overall life. So, the manager should understand the behavior of the employees first before going for motivation.

- He/she should have a friendly nature.
- He/she should give some time to listen to the employees.
- He/she should strive to provide promotions and growth for the employees.
- He/she should act as a good mentor.
- He/she should work to enhance workers' skills in the workplace by providing on the job training.
- He/she should try to solve the grievances honestly.
- He/she should be a caretaker of the employees.
- He/she should prove themselves as a very honest person.

Azim Premji: People are capable of extraordinary things

Premji firmly believes that ordinary people are capable of extraordinary things. The key to this is creating highly charged teams. He takes a personal interest in developing teams and leaders and invests personal time in his managers. Managers agree that Premji is happy to work alongside them, making sales calls with the marketing team, and is said to

welcome criticism. A just boss, if a stern master. "I demand of others only what I demand of Myself," he says.

That's fine if you also happen to enjoy working fifteen hours a day. Mistakes are not penalized but deception is akin to waving a red flag in front of a raging bull. There's a legend(true) that Premji once preferred to face a tough, three-month strike rather than rehire an employee who had submitted fraudulent expense accounts. "The person said he was traveling in first class, when in fact he was traveling in second class and pocketing the difference," he recalls, "that was unacceptable.

To be able to predict the future and rightly predict it is what differentiates smart managers from managers. And Premji has proved himself as a manager with a finger on the pulse of the world. The future, according to him, will see significant changes in technology, the economy, and society. "But what will remain unchanged is the need of the customer for an organization with a human face".

The 25 companies with the best managers in America, according to 3 million employees  
Zameen Meja | @ZamTheWriter  
9:54 AM ET Thu, 7 June 2018



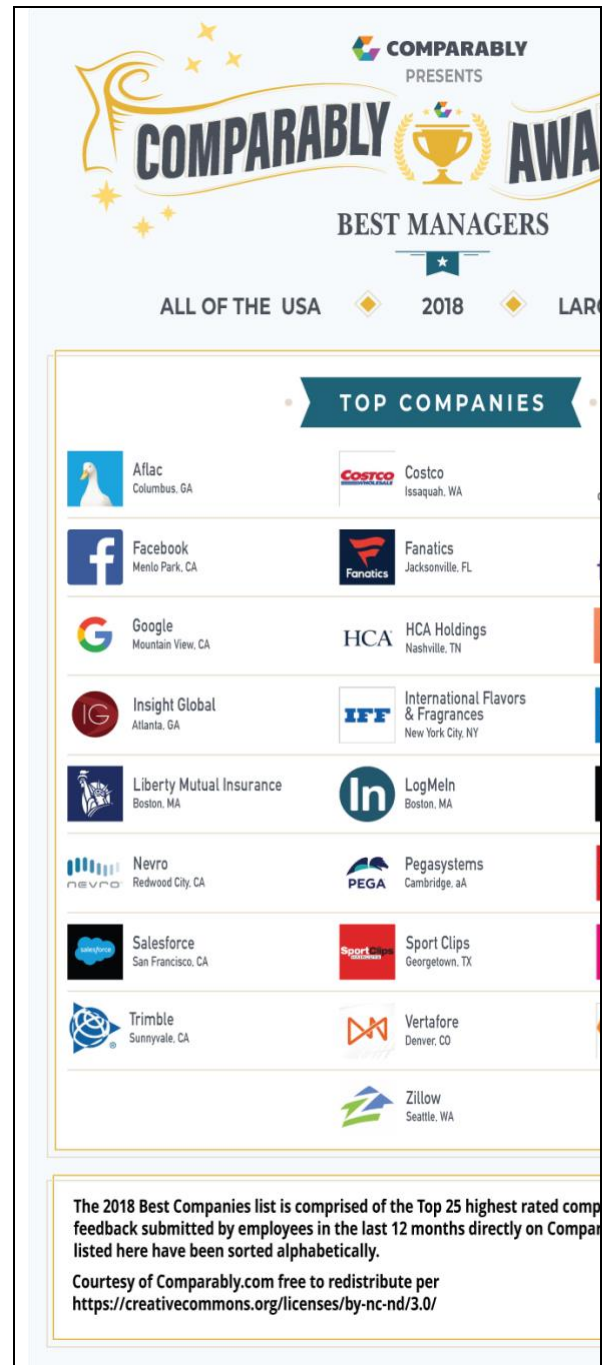
Mark Zuckerberg, founder, and chief executive

officer of Facebook Inc. smiles during a news conference at the company's headquarters in Palo Alto, California, U.S., on Wednesday, Oct. 6, 2010.




















Having a great boss can make your experience at work much better, and the opposite is also true: More than half of Americans in a Gallup survey of over 7,200 workers said they had left a job to "get away from their manager to improve their overall life."

So, if you're in the market for a new job, you may want to consider one of the companies on Comparably "2018 Best Managers" list, which made its determination based on anonymous data submitted by three million employees representing over 45,000 large U.S. companies. The list is a part of the site's annual Leadership Awards. The top large companies include some familiar names: Facebook, Netflix, Salesforce, Costco, and T-Mobile.



**COMPARABLY PRESENTS**  
**COMPARABLY AWARDS**  
**BEST MANAGERS**  
ALL OF THE USA 2018 LARGE COMPANIES

**TOP COMPANIES**

 Aflac Columbus, GA	 Costco Issaquah, WA
 Facebook Menlo Park, CA	 Fanatics Jacksonville, FL
 Google Mountain View, CA	 HCA Nashville, TN
 Insight Global Atlanta, GA	 International Flavors & Fragrances New York City, NY
 Liberty Mutual Insurance Boston, MA	 LogMeIn Boston, MA
 Nevro Redwood City, CA	 Pegasystems Cambridge, MA
 Salesforce San Francisco, CA	 Sport Clips Georgetown, TX
 Trimble Sunnyvale, CA	 Vertafore Denver, CO
	 Zillow Seattle, WA

The 2018 Best Companies list is comprised of the Top 25 highest rated company feedback submitted by employees in the last 12 months directly on Comparably. The companies listed here have been sorted alphabetically.  
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Here are the top 25 large companies with the best managers, according to Comparably (listed in alphabetical order):

- Aflac (Columbus, GA)



- Costco (Issaquah, WA)
- Dynatrace (Waltham, MA)
- Facebook (Menlo Park, CA)
- Fanatics (Jacksonville, FL)
- Fuze (Boston, MA)
- Google (Mountain View, CA)
- HCA Holdings (Nashville, TN)
- HubSpot (Cambridge, MA)
- Insight Global (Atlanta, GA)
- International Flavors& Fragrances (New York, NY)
- Intuit (Mountain View, CA)
- Liberty Mutual Insurance (Boston, MA)
- LogMeIn (Boston, MA)
- Netflix (Los Gatos, CA)
- Nevro (Redwood City, CA)
- Pegasystems (Cambridge, MA)
- Quicken Loans (Detroit, MI)
- Salesforce (San Francisco, CA)

- Sport Clips (Georgetown, TX)
- T-Mobile (Bellevue, WA)
- Trimble (Sunnyvale, CA)
- Vertafore (Denver, CO)
- Workfront (Lehi, UT)
- Zillow (Seattle, WA)

"These managers expressed empathy and caring for their employees as individuals. There was a key sense that they were fair in their dealings with everybody," Comparably CEO Jason Nazar tells CNBC Make It. "They empowered their team members to make key decisions and focused on their professional development."

Nazar says that employees commonly described good managers as approachable, accessible, willing to adapt, transparent, and collaborative.

The companies on the list had to have more than 500 employees and a minimum of 50 employees on Comparably. Winners were determined based on a set of questions asked of employees, such as, "Does your manager seem to care about you as a person?" and "Do you feel comfortable giving your boss negative feedback?"

A spokesperson notes that the companies chosen were so close in statistical ranking that Comparably felt it best not to rank them but to group the outstanding teams of managers as "the top 25 best of the best."

In past years, Facebook has made a concerted effort to mark the difference between a "great" manager and an "okay" manager, and it seems the company's work is paying off.

"At Facebook, the great managers are supporting, they're taking care of people, they're reinforcing people's strengths, they're trying to make sure they get the opportunities to learn and grow in their jobs," vice president of HR Janelle Gale told job review site Glassdoor.

Unlike "okay" managers, great one's work "side-by-side" with their employees. "It's almost like [they're] supporters, not managers," Gale added.

And it's worth keeping in mind that being a great manager doesn't always come naturally, even for today's most well-known execs: Here's how Bill Gates learned to kick his bad habits while first creating Microsoft.

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