



Leadership and Management Skills for Quality Enhancement

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ABSTRACT

A leader/manager has not only to show the way but also to lead the group towards its final and ultimate goal. In doing this, the manager leading organization has to set an example to his followers by applying all principles and skills in own professional life which he want to be inculcate among its subordinates. Management and Leadership are two sides of a coin, by reacting of these two quality enhanced on its peak. It has been rightly said, "IT DOES NOT MATTER WHAT A LEADER SAYS, WRITES,IT IS WHAT HE IS AND WHAT HE DOES". It is neither desirable nor possible to identify the functions to be performed by a leader."HIS ROLE IS LIKE AN EVER FLOWING RIVER, WHICH HAS TO FLOW EVERY SECOND". This paper aims to explore various skills of a leader or manager to enhance the quality in every sphere of life.

KEY WORDS- Leadership, Management, Skills, Quality Enhancement

INTRODUCTION

As management is an art of getting things done by the people ,but getting work done is not an easy task for the management, there are so many problems in this process because it is an organisational behaviour that attach the working of the people. So management must know why do people act as they do and try to know what will make them to give best on the job. The only answer of these questions is an art of motivation and motivation can be arised only by an effective leadership as leadership is the ability of a manager to induce subordinates to work with confidence and zeal.

There is a saying-"YOU CAN LEAD A HORSE TO WATER BUT YOU CANNOT MAKE HIM TO DRINK". Likewise it is not



the time spent by the employees on the job which gives result but it is the willingness with which he does the job which brings quantity and quality.

HOW LEADERSHIP WORKS

*ABILITY * WORK = MANAGEMENT*

*SITUATION * ATTITUDE = LEADERSHIP*

*MANAGEMENT * LEADERSHIP = QUALITY ENHANCEMENT*

The person who influences me most is not he who does great deeds, but he who makes me feel that I can do great deeds. Leadership helps the people by directing them in the right perception-a very popular story will justify this point. "There were three workers breaking rocks at construction site of a temple .Some body asked one of the worker-"what are you doing?" He answered-"Don't you see I am just breaking the rock?" The other said,"I am working for Rs.50 per day." The third worker replied,"I am proud of the fact that I am helping to build this temple." This story explains that the behaviour of an individual is result of the way he perceives the things.Infact,perception is like a beauty

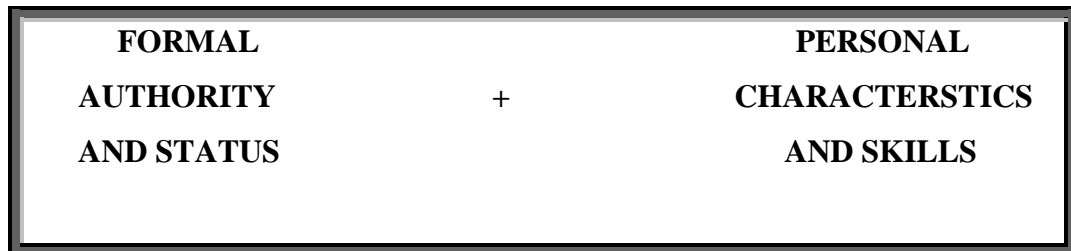
that lies in the eyes of beholden.So leadership is quality of the chanalise individuals where by they guide people and chanalise their activities in an organized effort.

LEADERSHIP AND MANAGEMENT SKILLS FOR QUALITY ENHANCEMENT

"A LEADER SHOULD BE AMONG THE EMPLOYEES,BUT SHOULD BE ABOVE THE EMPLOYEES." The success of leadership in an enterprise depends upon the qualities of its leader. If the leader is capable enough to lead and direct his followers,he can motivate them to achieve the targets.So,there are some of the skills of a leader or manager-

- (I) **HUMAN SKILLS :-** Such skills require a sense of feeling for others and capacity to look at things from others point of view. It includes-
- (1) A human based leadership.
 - (2) Perfection in the art of communication.

- (3) A sense of cooperativeness.
- (4) Perfection in human psychology and human engineering.
- (5) Research report and dissertation writing.

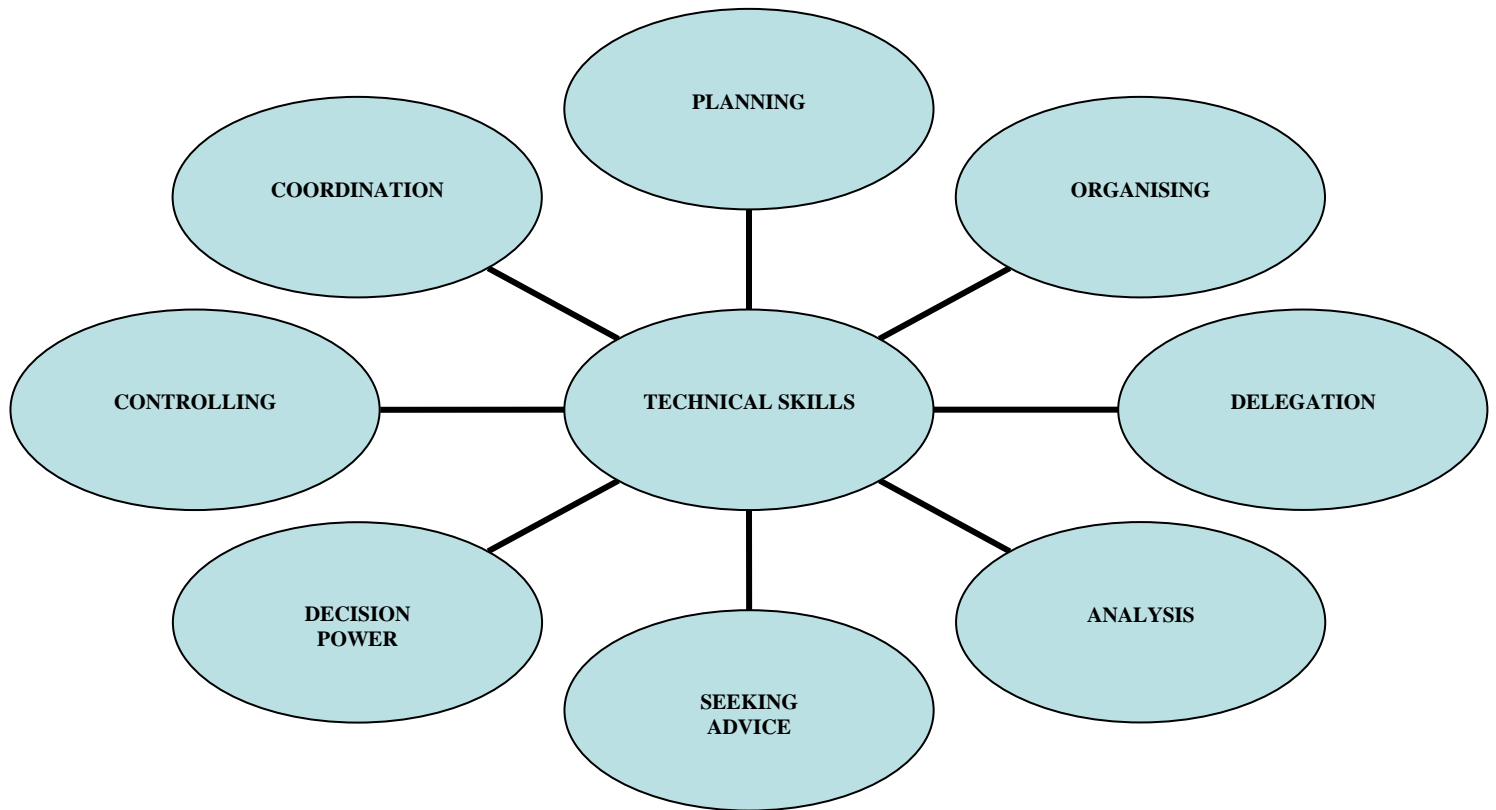


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INTERPERSONAL ROLES AS A	INFORMATIONAL ROLES AS A	DECISIONAL ROLES AS A
(I) Figure head of the Organization. (II) As a leader. (III) As a liaison Officer.	(I) Monitor. (II) As a disseminator. (III) As a spokesman of the organization.	(I) Entrepreneur. (II) As a disturbance Handler. (III) As a resource Allocator.

HUMAN SKILLS OF A LEADER/MANAGER

- (II) **TECHNICAL SKILLS:-**It refers to the ability and knowledge to provide technical guidance and instructions to subordinates by having job knowledge and expertise. It includes-



(III) CONCEPTUAL SKILLS:-Such skills include the competence to understand a problem in all its aspects and to use creative thinking in solving the problem. It includes-

- (I) Skill of desire to be progressive.
- (II) Shoulder the sense of responsibility.
- (III) Sense of maturity of mind.

(IV) Quality of vision and foresightedness.

(V) A leader must be participative in nature.

(VI) Skill of vitality and endurance.

(VII) Effective decision making skill.

(VIII) A leader must have initiative skill to start any challenging work.

(IX) Leader must be full of enthusiasm, courage, tacts & devotion.

(IV) DIAGNOSTIC SKILLS:- It includes the ability to determine by analysis and examination, the nature and circumstances of a particular condition. It includes:-

(I) Analytical ability of the leader to diagnose the problem.

(II) Sense of intelligently handle the technical problems.

(III) Sense of judgement and argumentation regarding problem maker.

(IV) Sense of alertness presence of mind of a true leader.

(V) A leader must be agile in nature.

(VI) Degree of self confidence to handle the bugs.

(VII) Degree of self discipline to dignitically hold the position.

(VIII) Degree of self awareness to effectively lead the followers.

(IX) Degree of self direction to adopt the right path of doing researches in respective fields.

Thus, we can say that the success of leadership is depend only on the skills and traits of a leader, with which he can lead its subordinates to achieve the organizational ultimate aim. Technical skill is required not only to provide technical guidance to the employees but also prepared them to be the would be expert of technical compatibility of the organization to tackle strategically the challenges posed by the competitors. Quality Enhancement is a challenge for the organization because it tries to inculcate the different types of traits among its employees and reduce the loopholes in enterprise by seeking advice of the expert/leader to overcome these lacunaes.

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