

Management Self-Assessment

# Directions

Take a few minutes to record your answers to the following questions. It may be a surprise to find out what you know – and don’t know.

1. What is the primary goal of managing employees?
2. Do managers always have to “play it by ear” or simply use common sense when dealing with employee issues? Or are there guidelines and steps that they can follow when solving problems?
3. How can managers influence the atmosphere generated in their work environments?
4. Where does employee training take place?
5. Is technical skill the principle requirement for success as a manager, or are there other types of skills that are equally important? What are they?
6. If you notice that an employee seems to lack a skill, what steps would you take to correct that situation?
7. How can managers impact employee turnover in their departments? Do most employees quit due to factors beyond the manager’s control (salary, opportunities, location)?
8. How does the way in which a manager relates to his or her employees affect the way the employees relate to customers?
9. Is showing an employee once how to perform a task correctly enough? What other steps might be needed to ensure an employee’s task proficiency?
10. Is being a good manager something one can learn, or is it a skill one must be born with?