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## **Management skills**

### **Lesson Plan**

- 1-Introduction to Management Skills**
- 2- Technical Skills**
- 3- Human (Interpersonal) Skills**
- 4- Conceptual Skills**
- 5- Leadership Skills**
- 6- Decision-Making and Problem-Solving**
- 7- Communication and Conflict Management**
- 8-Time and Stress Management**
- 9- Ethical and Professional Management**
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## **1-Introduction to Management Skills:**

Management skills refer to the abilities that managers use to perform their roles effectively. They involve coordinating people, resources, and processes to achieve organizational goals efficiently and ethically. Scholars such as Henri Fayol and Henry Mintzberg highlight that managers must balance multiple responsibilities ,interpersonal, informational, and decisional, making skill development essential for future professionals.

## **2-Technical Skills:**

Technical skills involve the knowledge and ability to use tools, procedures, and techniques specific to a particular field. These skills are especially important for lower-level managers who handle operational tasks daily. For instance:

- a- Using business software (Excel, ERP systems, CRM tools)
- b-Data analysis and interpretation
- c- Understanding operational processes
- d-Applying industry regulations and standards

## **3- Human (Interpersonal) Skills:**

Human skills involve the ability to work well with individuals and groups. They include emotional intelligence, empathy, teamwork, and the capacity to motivate others.

*a-Emotional Intelligence:* Recognizing and managing one's own emotions and those of others.

*b-Team Building:* Facilitating cooperation and cohesion.

*c-Motivation:* Understanding what drives people to perform.

*d-Conflict Resolution:* Managing disagreements in productive ways.

Human skills influence employee satisfaction, team performance, and organizational culture.

## **4-Conceptual Skills:**

Conceptual skills involve the ability to think abstractly, analyze complex situations, and understand the organization as a whole. These skills are critical for higher-level managers who set strategies and policies.

*Key Concepts:*

*1-Strategic Thinking:* Long-term planning and alignment with organizational vision.

*2-Systems Thinking:* Understanding how different parts of the organization interact.

*3-Problem Framing:* Identifying root causes rather than symptoms.

Environmental Scanning: Monitoring external changes and trends.

Conceptual skills allow managers to anticipate challenges, allocate resources wisely, and plan for sustainable growth.

## **5- Leadership Skills:**

Leadership is the process of influencing others to work towards organizational goals. It is related but not identical to management.

### **5-1-Leadership Styles:**

1. *Autocratic:* Centralized decision-making.
2. *Democratic:* Participative, encourages input.
3. *Laissez-faire:* Minimal guidance.
4. *Transformational:* Inspires change and innovation.
5. *Transactional:* Focuses on structure and rewards.
6. *Situational Leadership:* Adjusts style based on follower readiness.

Effective leaders are flexible, ethical, and aware of their influence on organizational performance.

## **6- Decision-Making and Problem-Solving:**

Managers constantly make decisions, both routine and strategic. Effective decision-making requires a structured approach.

### **6-1-Rational Decision-Making Steps:**

- 1. Define the problem*
- 2. Identify alternatives*
- 3. Evaluate options*
- 4. Choose the best alternative*
- 5. Implement the decision*
- 6. Monitor outcomes*

Managers also use intuitive, creative, and data-driven methods, depending on the situation.

## **7- Communication and Conflict Management:**

Communication is at the heart of managerial work. Without effective communication, coordination and leadership cannot function.

### **7-1-Types of Communication:**

- 1- Verbal and nonverbal*
- 2-Written and digital*
- 3- Formal and informal*

### **7-2-Conflict Management Techniques:**

- 1. Avoiding*
- 2. Accommodating*
- 3. Competing*
- 4. Compromising*
- 5. Collaborating*

Managers must learn to communicate clearly, listen actively, and manage disagreement constructively.

## **8- Time and Stress Management:**

Effective managers manage their time and energy, prioritize tasks, and maintain work-life balance.

### **8-1 Tools and Techniques:**

- 1. Eisenhower Matrix: Distinguish urgent vs. important tasks.*
- 2. SMART Goals: Create clear and achievable objectives.*
- 3. Delegation: Assign tasks based on skills and workload.*
- 4. Stress Management: Exercise, mindfulness, boundaries, workload planning.*

Well-organized managers increase productivity and reduce burnout for themselves and their teams.

## **9- Ethical and Professional Management:**

Ethics guide managers to act responsibly, fairly, and transparently.

### **9-1 Core Ethical Principles:**

- 1. Integrity*
- 2. Accountability*
- 3. Respect*
- 4. Fairness*
- 5. Social responsibility*

Managers also face ethical dilemmas such as conflicts of interest that require sound judgment grounded in organizational values.

## **10- Summary and Reflection:**

Management skills combine technical knowledge, interpersonal abilities, and strategic thinking. Students preparing for management roles should continuously develop these skills through practice, feedback, training, and self-reflection.

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