

Assessing your ability for managing people

The following questionnaire covers the key elements in getting people to work with you and for you to your mutual satisfaction.

| | | | |
|----------------|-----------------|------------|---|
| If your answer | 'never', | mark it as | 1 |
| | 'Occasionally', | | 2 |
| | 'Frequently', | | 3 |
| | 'Always', | | 4 |

1. I make sure that my behavior towards others is objective and reasonable
2. I find out what people think, and act to correct critical perceptions
3. I look for ways to enhance people's pride and satisfaction in their jobs
4. I trust people to do their jobs well without constant supervision and intervention
5. I take care to see that the right job or task is given to the right person
6. I am available to any member of staff who wants to come and see me
7. I prepare carefully for any meeting with individuals or with groups
8. I involve people fully in plans for change and its implementation
9. I rely on people's natural wish to do their work well, without orders
10. I check to see that everybody is getting enough good-quality training
11. I make a conscious effort to 'talent-spot' among present and potential staff
12. I discuss important issues with my people and ask for their opinions

13. I motivate people with encouragement and example, rather than commands
14. I welcome people's ideas for improvement, and implement good ones
15. I ask for feedback on my performance from subordinates and peers
16. I take opportunities to coach my people in ways to improve performance
17. I give people the chance to demonstrate their management abilities
18. I set high standards and insist that those standards are met
19. I give people clear responsibility for a task that they can "own"
20. I form small groups or teams to tackle specific projects or needs
21. I ask everybody in the team to come to a discussion with one or two new ideas
22. I deal with people's personal problems swiftly and sympathetically
23. I am prepared to listen to others and change my mind on issues
24. I keep anger and other negative emotions out of my decisions and actions
25. I try to understand the opposing point of view in case of conflict
26. I resolve interpersonal disputes quickly and without prejudice
27. I use appraisal to raise future performance, not as a post mortem
28. I see failures and mistakes as opportunities to achieve new success
29. Once that case for dismissal is proved, I act personally and promptly
30. I do all in my power to see that people are well rewarded for good work
31. I talk to my people as equals and treat them in the same way
32. I communicate with staff and check activities against my master plan

Assessing your ability Analysis

(32 – 63) You are clearly having difficulties in dealing with people

(64 – 95) You are reasonably good with people, but in Human relations, good is not enough

(96 – 128) You should be pleased with your success with people, remember dealing with them is a ongoing process that can always be improved