

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