

Management styles

1. What makes a good leader or manager?

2. There are many qualities that are needed to be a good leader or manager.

- Think creatively to provide a vision for the company and solve problems
- Be calm and make clear decisions
- Possess excellent two-way communication skills
- The desire to achieve great things
- Be well informed and knowledgeable about matters relating to the business

3. Do you have to be born with the correct qualities or can you be taught to be a good leader?

4. There are three main categories of leadership styles:

- Autocratic
- Paternalistic
- Democratic

Autocratic

- ***Description:***
senior managers take all the important decisions with no involvement from workers;
quick decision making
- ***Advantages:***
Effective when employing many low skilled workers;
No two-way communication so can be de-motivating
- ***Disadvantages:***
creates "them and us" attitude between managers and workers

Paternalistic

- ***Description:***
Managers make decisions in best interests of workers after consultation;
More two-way communication so motivating
- ***Advantages:***
Workers feel their social needs are being met
Slows down decision making
- ***Disadvantages:***
Still quite a dictatorial or autocratic style of management



Democratic

- **Description:**
Workers allowed to make own decisions.
 - **Advantages:**
Some businesses run on the basis of majority decisions;
Authority is delegated to workers which is motivating
 - **Disadvantages:**
Useful when complex decisions are required that need specialist skills;
Mistakes or errors can be made if workers are not skilled or experienced enough
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