



Qualities of a Good Manager



Qualities of a Good manager

This matrix is to help you identify why your current qualities lie within your management role.

Use this matrix tool to:

- Identify strengths and where there may be gaps
- Identify areas to guide staff development
- Define which training may be of use

HOW TO USE THE MATRIX

- 1 Decide who is going to complete the matrix - the manager, the employee or both. There are pros and cons to whichever one you choose.
- 2 Read the ranking system and come back to it when you are uncertain.
- 3 Once completed, check does it make sense? Do the areas where the scores are high reflect where you excel and do the lowest scores match where you struggle?
- 4 Are the right people with the right skills and knowledge doing the right tasks?
- 5 Assign those with the most needs to The Able Agent® online training and do the skills matrix again in 6 months and see what has happened to the scores.

RANKING SYSTEM

Score	Skill Level	Description
5 ★★★★★	Expert	• Fully capable, experienced and knowledgeable • Sought for help by others • Needs no assistance • Seen as a subject expert
4 ★★★★	Capable	• Capable and experienced • Demonstrates knowledge • Able to work independently with little help • Will be expert with more knowledge and time
3 ★★★	Adequate	• Able to perform routine tasks • Has some direct experience • Unsure of knowledge • Needs help from time to time
2 ★★	Basic	• Limited in knowledge • Cannot carry out critical tasks • Needs significant help from others
1 ★	Low	• Little or no experience or knowledge • Requires full supervision

Qualities of a Good Manager

Name _____ Date completed by _____

	★★★★★	★★★★	★★★	★★	★
Leadership Good managers lead by example and inspire their teams to achieve goals.					
Communication Effective communication, both listening and articulating ideas, is crucial for a good manager.					
Empathy Understanding and empathizing with employees' needs and concerns fosters a positive work environment.					
Decisiveness Managers must make tough decisions and take responsibility for the outcomes.					
Problem Solving The ability to analyse problems and find practical solutions is essential.					
Adaptability Being open to change and able to adapt to evolving circumstances is key.					
Motivation Good managers motivate their teams through recognition, incentives, and setting clear goals.					
Conflict Resolution Handling conflicts professionally and fairly is a vital skill.					
Time Management Prioritizing tasks and managing time effectively is important for both the manager and the team.					

KEY: Expert ★★★★★ Capable with good knowledge ★★★★ Adequate could do with more knowledge ★★★ Basic limited knowledge ★★ Low/unknown no knowledge ★

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Name _____ Date completed by _____

	★★★★★	★★★★	★★★	★★	★
Continuous Learning A willingness to learn and stay updated in their field is a hallmark of a good manager.					
Ethical Conduct Leading with integrity and adhering to ethical principles is crucial for gaining trust.					
Strategic Thinking Managers should be able to see the bigger picture and align their efforts with long-term goals.					

KEY: Expert ★★★★★ Capable with good knowledge ★★★★ Adequate could do with more knowledge ★★★ Basic limited knowledge ★★ Low/unknown no knowledge ★

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