Management

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# Response One

# At times we become over sensitive and take things to a level that was actually not meant. There was a time when I was getting low academic grades, as I was not paying attention. On one fine day I was sitting in a class with my classmates, suddenly one of my classmates started bullying me over my poor grades as he checked my performance record in my absence. This was actually my sensitive line, so my response was equally harsh to him. As I never wanted to share my grades ever with anyone. However, this incident made me realize that I should change myself rather than being harsh to people and should improve myself. Since that time, I pushed myself to accept my weaknesses and likewise started focusing more on my studies to overcome the fear of getting embarrassed in public. With this incident I started to accept the reality of life and was able to explore the hidden talent in me, which I had been ignoring since long.

# Response Two

According to my analysis, the manager requires some social and emotional intelligence knowledge, change management, knowledge about finance, marketing, and accounting. More importantly, knowledge about skill competency for the manager is important to assess the ongoing processes. Taking care of the context, the manager is expected to know about team management and public relations. Furthermore, having knowledge about conflict management is important to deal with the concerns of the customers. Chris is required to acquire some skills including stress management, critical thinking, team management, assessments, plan development, and most importantly, leadership skill for the management of issues raised. Chris needs to make improvements in behavioral patterns and competencies that would be effective for people. Knowledge of management that Chris possesses is more oriented towards technical knowledge. Being a manager, I would suggest Chris to gain some of the employability and leadership skills to manage the on-going critical issues with SS Software.