



## **June 2011 - Leadership Letter (60)**

### **Important Management Abilities**

Several recent conversations have brought to mind some "important management abilities" ...

**Many** years ago, as we helped a client's conference focus on reorganizing the firm, we boiled the truly **essential** management abilities down to these three ...

- **Competence** (for the Position)
- **Character** (Ethics & Integrity)
- **Commitment** (to the Organization)

More recently, I enjoyed a brief talk by a wise senior executive, Mike Ullman, CEO of J.C. Penny, as he encouraged undergrads to strive for these four **leadership** activities ...

- **Vision** (seeing beyond the present)
- **Trust** (able to engender trust)
- **Candor** (the truth as you see it)
- **Talent differentiation** (among your people)

Some time ago, it seemed to me that **struggling** executives were usually in need of more skill in one of these basic areas ...

- **Getting out of their own way** (mindful of biases)
- **Sharper "radar"** (listening longer with both eyes and ears)
- **Building mental maps** (to help gather data and solve problems)
- **Talking less, but saying more** (concise and focused communication)

A much longer list of **important management abilities** has been useful to many clients over the years. It's been most useful in helping leaders to seek **very specific feedback** for themselves or their people. **Specific** feedback is usually the most helpful!

I hope **you** find the attached list interesting and helpful.

**REMINDER:** If you need to reach me quickly, please do not email. Please call or text me on my cell at **513-919-7672**. I have my phone with me while consulting, traveling, planting trees, biking or canoeing!

With regards,

***Mel***

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