

Manager's Roles

A role is concerned with the behavior pattern of a manager within an organization. There are many management theories. However, Henry Mintzberg was one of the few researchers who succeeded to convey the manager's daily roles in a variety of sectors and positions. A manager must play ten diverse roles switching between them whenever it is needed.

The ten roles by Mintzberg (1973) are:

1. Figurehead.
2. Leader.
3. Liaison.
4. Monitor.
5. Disseminator.
6. Spokesperson.
7. Entrepreneur.
8. Disturbance Handler.
9. Resource Allocator.
10. Negotiator.

These different roles were also divided into three main categories: "interpersonal, informational, and decisional". These 10 roles reflect the complexity of the managerial position, where any given manager has many duties in relation to his organization, his subordinates, his superiors, the shareholders, and the stakeholders.

Interpersonal Management Roles

The managerial roles in this category involve providing information and ideas.

- 1. Figurehead**-As a manager, he has social, ceremonial and legal responsibilities. People look up to the manager as a person with authority, and as a figurehead. a manager plays officially the role of a professional representing his organization in social activities and events.
- 2. Leader** - This is where the manager provide leadership for the team, department or perhaps the entire organization; and it's where managing the performance and responsibilities of everyone in the group. It is related to people's motivation and inspiration. As a leader, a manager must coach, support, and guide his/her subordinates.
- 3. Liaison**-Managers must communicate with internal and external contacts. They need to be able to network effectively on behalf of the organization.

Informational Management Roles

The managerial roles in this category involve processing information.

4. Monitor - In this role, manager regularly seek out information related to the organization and industry, looking for relevant changes in the environment. Also monitor the team, in terms of both their productivity, and their well-being.

5. Disseminator - This is where manager communicate potentially useful information to colleagues and the team.

6. Spokesperson - Managers represent and speak for their organization. In this role, they're responsible for transmitting information about the organization and its goals to the people outside it.

Decisional Management Roles

The managerial roles in this category involve using information.

7. Entrepreneur - As a manager, they create and control change within the organization. This means solving problems, generating new ideas, and implementing them.

8. Disturbance Handler - When an organization or team hits an unexpected roadblock, it's the manager who must take charge.

9. Resource Allocator- they also need to determine where organizational resources are best applied. This involves allocating funding, as well as assigning staff and other organizational resources.

10. Negotiator - They may be needed to take part in, and direct, important negotiations within the team, department, or organization.

