



# Management Skills for a Government Officer

*“Leaders instill in their people a hope for success and a belief in themselves.  
Positive leaders empower people to accomplish their goals.”*

-Unknown

*When I read this quote I felt it was apt for the piece I have written.*

*It goes without saying that enthusiasm and dedication for politics, policy concerns, and current affairs are important for a Government Officer. In order to address this there has to be certain skills to include interest in the sector in order to excel and flourish in a job under the government. A nation is influenced by politics and policy where everybody has an opinion.*



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	<b>Communication Pulse</b>	
Probe	Reflect	Act

The above mentioned are the major skills and qualities that an IAS Officer should possess along with the other common qualities which every professional should possess like: Leadership, Knowledgeable, Good Communication Skills.

## Communication Skills

Everyone often thinks that they can convey information well but fail to understand that the said audience have understood anything. Hence it is important to ensure that communication should be effective with an ability to communicate with a vision and interact with public prolifically. Effective and excellent communication not only commands respect but is a valuable asset both in a professional and personal environment.

Listening skills also is an important aspect, especially for a public servant who is required to listen to people, understand the problems, respond and solve the problem/challenge appropriately.

## Governance and Guidance Skills

This leads to being a good leader and becomes the basis for public governance which helps new recruits to become a better senior officers/managers. When an officer dons the role of a public servant, he/she is required to understand, determine, associate and learn challenges from different viewpoints. For example, there are several occasions one may encounter non-conforming news which requires strong opinions and actions. It is only when one has a good leadership skill that he/she can track and ease situation/solve challenges to arrive at a decisive answer.

## Problem Solving Skills

It is very important for a Government Officer to “think out of the box” as this often helps in giving viable solutions. Typically possessing this skill helps in identifying discrepancies, evaluate answers/results and arrive at sustainable solutions. Effective decisions can be made only when there is a wide consultation with the concerned audience. In other words, having a strong analytical, problem solving and critical thinking skills helps in decision making which is transparent, unbiased and without any emotions attached to it. To make an effective decision, you need to consult widely and analyze what is put in front of you before choosing what to do.

This means that having strong analytical, problem-solving and critical thinking skills is crucial for any public servant. The decision made should also be transparent; free from self-interest, personal bias, and irrational emotions. The decision made should also be transparent; free from self-interest, personal bias, and irrational emotions.

### Time Management Skills

Managing time, prioritising tasks, meeting deadlines have become the norm of any professional career. For a Government Officer this becomes imperative since prioritising can help in achieving tasks and one becomes an efficient multitasker. Having good time management skills also helps in planning, organising and delegating functions resourcefully to meet the objectives. Often Government Officers need to address matter of urgency and importance hence streamlining tasks helps in handling tasks, and as a result, one maintains productivity and does not get worn -out.

### Team Player

Being a good team player leads to good team work. All Government Officers often interact and work with others Seniors, Peers and Juniors at all levels. In order to relate to the wider audience mentioned, having good interpersonal skills becomes a priority since the ultimate goal of teamwork is not only to achieve targets but also to share responsibilities.

### To further elaborate the team work skills,

- Managing conflict
- Building a team
- Resolving conflicts
- Managing team efficiently.



### Having and Building Knowledge on topical issues:

A good Government Officer should have an open mind and eagerness to read and absorb knowledge on topical issues. Hence reading should become a part of the professional life style. This will not only help in understanding issues and completing tasks but also help in handling and understanding issues.

### Other Skills include:

**Being resilient:** This is important because often Government Officers career can become physically challenging and emotionally stressful due to the nature of their work engaging with people in crisis situations. For example, while there is a need to meet people to understand and solve problems (which are often critical) a Government Officer needs to be resilient to cope with these challenges and interactions.

**Honesty:** Being honest besides having integrity helps in gaining the trust of the masses. This skill helps in not only being held high by your department but also being well-liked by people.

**Creativity:** This is an important aspect since sometimes it helps in finding solutions to problems of the people. For example, creativity helps in bridging the gap between people and a government/department. This is relevant since creativity helps in addressing the limitations of red tapism which may sometimes not meet the needs of the people/public.

### Conclusion

A successful and a good Government Officer should have certain pertinent qualities which need to be enhanced as part of a daily routine. Hence a good officer should work with community and not for the community/people. They should not be solo players but learn to work with people to arrive at meaningful consensus.

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