

Whether you are heading up a small, or large department, small business or organisation, in the public or private sector, the leader of that group needs to have General Management skills which cover the professional skills, finance and Human Resources and I.M/I.T aspects of the business. He/She will have specific professional skills themselves but cannot have all the requisite skills. He/She therefore needs a small team, each member of the team representing one of the key functions above. He/She, as the General Manager, will be responsible for 'pulling together' the expertise of his/her colleagues.

The General Manager will maximise agreement on the 'way forward' with decisions but when there is disagreement or range of opinions, and a decision needs to be made, the General Manager is tasked with making the 'best decision' on the basis of what information opinion is at hand. In other words he/she must have a 'bias for action' with a clear strategic and operational vision.