

MANAGEMENT SKILLS UTILIZED

Discussion starters/prompts/confirmations

Skill	District Manager Scenario	Region Manager Scenario
Communication	The District Manager needs to improve her communication skills and keep everyone informed in order to be successful in her role as DM.	The Region Manager communicated very effectively until circumstances beyond her control removed her access to her mobile phone and her laptop
Conflict Management	The District Manager should recognize that her communication skills were fairly poor. If she had let people know that she was going away she could have avoided the resignation of one of her leaders and the angst of her mother.	There was little or no conflict in the RM scenario.
Delegation	The District Manager should be calling on other resources (e.g. other leader in her District to assist in preparation for the District meeting.	The Region Manager should be utilizing the skills of the District Manager who calls on her and delegating some of the tasks. The RMs mother and Guide House staff have also offered to assist.
Planning	The agenda for the District meeting must include all the key elements.	It is important to find a replacement for Mary Wonthaggi as the topic of “Welcoming Indigenous girls to Guiding” has been advertised in the invitation for the Region meeting. The agenda for the Region meeting must include all the key elements.
Prioritization	The DM will need to filter out a lot of the “communication” in order to focus on the key tasks.	The RM will need to filter out a lot of the “communication” in order to focus on the key tasks. The RM needs to pay her electricity bill fairly urgently.
Recognition	It is important to include the presentation of years of service certificates in the agenda for the District meeting.	It is important to include the presentation of leadership qualification certificates and badges in the agenda for the Region meeting.
Strategic thinking/planning	The District Manager probably has little opportunity to use strategic thinking for the upcoming District meeting.	In thanking the mayor of Wanjimup for the laptops it is critical that the use of the laptops is emphasised and that the growth and benefits of Guiding in Wanjimup is

		explained to the audience present.
Time Management	The District Manager needs to bring together all her managerial skills in order to achieve the tasks in the allotted time.	The Region Manager needs to bring together all her managerial skills in order to achieve the tasks in the allotted time.
Work (Guiding) & Life Balance	It is very important that the DM makes contact with her mother and apologizes for not keeping her in the loop that she was going away	The RM should contact her family to let them know that she safely arrived at home.