

## QUALITIES OF GOOD LEADER & LEADERSHIP STYLE

| QUALITIES OF GOOD LEADER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | LEADERSHIP STYLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <ul style="list-style-type: none"><li>• <b>Physical features:</b> appearance, personality, health and endurance inspire subordinates/ followers.</li><li>• <b>Knowledge:</b> knowledge and competence to direct and influence subordinates.</li><li>• <b>Integrity:</b> the leader should be a role model regarding ethics, values, integrity and honesty.</li><li>• <b>Initiative:</b> grab opportunities instead of waiting for them.</li><li>• <b>Communication:</b> capacity to explain his ideas and also be a good listener.</li><li>• <b>Motivation skills:</b> understand followers needs and motivate them.</li><li>• <b>Self-confidence:</b> so that he can provide confidence to followers</li><li>• <b>Decisiveness:</b> should be firm and not change opinions frequently</li><li>• <b>Social skills:</b> sociable, friendly and maintain good relations with followers.</li></ul> | <ul style="list-style-type: none"><li>• <b>Autocratic or Authoritarian Leader:</b> an autocratic leader give orders and expect others to obey them. The decision making power is centralised. It is best applied in situations where there is little time for group decision making or where the leader is the most knowledgeable member of the group.</li><li>• <b>Democratic or Participative Leader:</b> A democratic leader gives order after consulting the group and works out the policies with the acceptance of the group. It works best in situations where group members are skilled and competent to share their knowledge.</li><li>• <b>Laissez-Faire or Free Rein Leader:</b> The followers are given a high degree of independence to formulate their own objectives and ways to achieve them. The leader gives complete freedom to the subordinates.</li></ul> |

## COMMUNICATION

Communication is transfer of information from the sender to the receiver with the information being understood by the receiver.

**Harold Koontz and Heniz Weihrich**

### Meaning

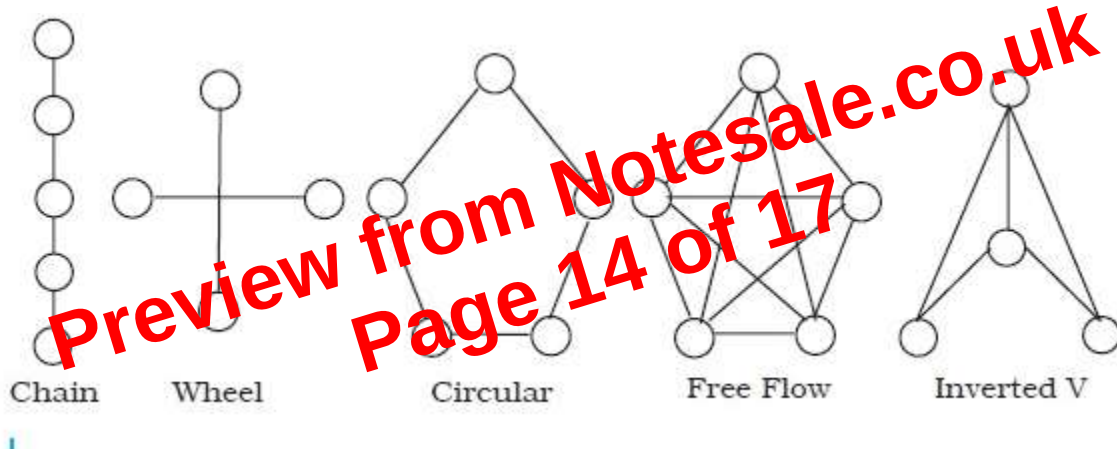
## FORMAL AND INFORMAL COMMUNICATION

### FORMAL COMMUNICATION

Formal communication flows through official channels designed in the organisation chart. There is a two-way information flow between the superior and subordinates. The communications may be oral or written

The pattern through which communication flows within the organisation is called as **communication network**.

Some of the popular communication networks are:



1. Single chain: in this communication exists between a supervisor and his subordinates.
2. Wheel: In wheel network, all subordinates under one superior communicate through him only as he acts as a hub of the wheel.
3. Circular: The communication moves in a circle.
4. Free flow: Free flow of communication with each and every one in an organisation.
5. Inverted V: A subordinate is allowed to communicate with his immediate superior as well as his superiors superior.

### INFORMAL COMMUNICATION