

**APTITUDINEA MANAGERULUI DE A LUCRA CU
SALARIAȚII ȘI DE INFLUENȚARE A FACTORULUI
UMAN/ THE MANAGER'S ABILITY TO WORK WITH HIS
EMPLOYEES AND TO INFLUENCE THE HUMAN
ELEMENT**

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Abstract

The leaders establish and assure the unity of purpose and of direction of the organization. They have to create and to maintain such an internal climate so that the employees should be totally involved in achieving the purposes of the organization.

The leaders have to promote an open communication and a clear vision over the future of the organization, so that people should understand the real needs of the bank and also the process of transformation. The change of behavior is probably the most difficult part of the changing process.

Keywords: leadership, the manager's ability, total quality management, social system, training.