Robert Katz identifies three (3) types of skills that are essential for a successful management process:

- Technical Skills
- Conceptual Skills
- Human or Interpersonal Skills

TECHNICAL SKILLS

Technical skills are not related only for machines, production tools or other equipment but also, they are skills that will be required to increase sales, design different types of products and services and market them. For example, let’s take an individual who works in the sales department and have highly developed sales skills obtained through education and experience. Because of these skills that he possesses, this person can be a perfect solution to become sales manager, this is the best solution because he has great technical skills related to the sales department. On the other hand, the person who becomes sales manager will start to build his next type of required skills. It is because if his task until now was only to work with the customers as sales representative, now he will need to work with employees in the sales department as addition to the work with customers. Technical skills are most important for the first-level managers. When it comes to the top managers, these skills are not something with high significance level.

CONCEPTUAL SKILLS

Conceptual skills present knowledge or ability of a manager for more abstract thinking; that means he can easily see the whole through analysis and diagnosis of different states. In such a way they can predict the future of the business or department as a whole.

HUMAN OR INTERPERSONAL SKILLS

Human or interpersonal managerial skills present a manager’s knowledge and ability to work with people. One of the most important management tasks is to work with people. Without people, there will not be a need for existence of management and managers. These skills will enable managers to become leaders and motivate employees for better accomplishments. Also, they will help them to make more effective use of human potential in the company. Simply, they are the most important skills for managers. Interpersonal management skills are important for all hierarchical levels in the company.