

Abstract

The thesis on Leadership in the Management of Social Services Organizations focuses on social service managers and explores how they strengthen and develop leadership skills. Leadership is important in social service management because it allows for effective team management focused on achieving common goals and improving the quality of services provided to users. While some managers may rely primarily on their abilities and the application of leadership skills may be more intuitive, others may consciously apply specific leadership skills.

The theoretical part of the thesis clarifies the concepts of management and leadership and describes the difference between managers and leaders. These concepts are then related to the context of social services and the topic of leadership skills and how they can be applied in the management of social services is further developed.

The empirical part of the thesis aims to answer the question "How do managers in the practice of social services strengthen and develop leadership skills?" Qualitative research is used and respondents are line managers in social services who will undergo a semi-structured interview. The research has found that managers in social services utilize leadership skills to some extent intuitively, but it is not a conscious process of application.

Key words: management, leadership, social services manager, leadership skills, intuitive leadership, conscious leadership