

Management Skills for New Supervisors and Managers

Successful managers get things done. Learn the art of management that will set you apart—FAST. Using extensive guided role plays, self-audits and in-depth skills exercises, you will explore motivation, delegation, coaching, communication, performance management and leadership.

Audience/Who Should Attend

Supervisors and managers with one to three years of experience supervising and managing others.

Instructor-led: **2 Days**

Virtual Instructor-led: **2 Days**

Take this course to fill your skill gaps and elevate your team—and your career—to new levels of greatness. Be ready to apply what you learn and return to work with new knowledge, insights and practical methods to help you be a successful and effective new manager.

Learning Objectives

- Identify the key skills & abilities required to be effective as a manager
- Recognize how to flex your leadership approach when managing remote employees
- Conduct performance alignment conversations
- Coach others to improve their performance and help them develop new skills
- Identify the managerial practices for building a motivational climate
- Apply effective delegation techniques

Course Benefits

- Boost your confidence level as a new manager
- Skillfully manage your co-located and virtual team
- Shift gears, deal with change and make decisions with more ease
- Match your leadership style to your employees' development needs
- Increase your flexibility and adaptability to lead a diverse workforce
- Develop a climate that fosters motivation and camaraderie
- Provide clear vision and direction for your employees
- Equip your team with the resources they need to be effective
- Confidently help employees solve problems and overcome barriers

Course Features

- Group discussions that allow you to share your challenges and experiences with peers
- Self-audits on performance management, technology, coaching, diversity and inclusion, as well as delegation and global awareness
- A process for coaching behavioral challenges and conducting a delegation discussion and transfer your learning back in your work environment
- A self-assessment that provides insight into your preferences and how that impacts how you work with others
- Job aids to help you recall and apply key learning points when you need to

Accreditation



PDU: 14 (Technical: 0, Leadership: 14, Strategic & Business: 0)

31248 (07-21)

Extended Outline

Defining Your Role As Manager

- Discover the qualities and abilities required for effective management
- Identify the roles and responsibilities managers perform
- Explore the contextual issues and challenges that new managers face today

Continuous Performance Management

- Define the goal of performance management
- Identify the process and challenges
- Practice the skills of performance management
- Conduct a self-audit on performance management

Communication: Conducting Effective Work Conversations

- Describe the importance of communication to effective management.
- Recognize the qualities of effective communication.
- Describe the process of communication and the barriers that can derail it.
- Recognize different types of work conversations.
- Identify the two key conversation skills.
- Understand and be able to use the conversational triangle.

Coaching For Performance

- Identify the importance of and requirements for coaching
- Learn the micro-skills of effective coaching
- Confront problem behaviors in a tactful manner
- Use the AMA Guide to manage a coaching discussion
- Differentiate between coaching and disciplining

Building A Motivational Climate

- Recognize the manager's role in employee motivation
- Explore important elements of the motivational process
- Identify the managerial practices for building a motivational climate

Delegating For Growth And Development

- Describe the types of delegation that managers can engage in
- Assess your current delegation practices and their challenges
- Recognize what can and can't be delegated
- Describe the phases of effective delegation
- Practice delegation discussion

**For more info or to register,
call us at 1-866-929-1590 or visit us at
cmcoutperform.com/31248**