SUPPORTING SOMEONE TAKING

Management Skills for New Supervisors and Managers

A Practical Guide for Managers

Connecting learning to workplace application

Canadian Management Centre®

Research shows that manager involvement plays an important role in helping people apply new skills after training.

Canadian Management Centre provides the learning experience. You bring an understanding of the person attending, their work and your organization's priorities. Connecting those perspectives before and after training helps make the learning more valuable.

The conversation starters that follow are designed to help you connect the learning experience to everyday work, before and after training.

Haven't seen the course content? View the detailed course outline.

BEFORE TRAINING — Connecting learning to workplace priorities

A conversation before training helps connect individual development goals with the needs of the team or organization. It's also an opportunity to share your perspective on upcoming responsibilities, priorities or challenges that could make the learning particularly relevant.

- What aspects of your management role would you most like to strengthen?
- Are there situations or responsibilities you're facing where you'd welcome some new approaches?
- Looking ahead, where could developing your management skills make the greatest difference to your team or department?

You might also share a relevant team or business priority, while leaving room for unexpected insights during the course. The goal is to help them recognize where their learning might make a difference.

AFTER TRAINING — Turning learning into application

Participants have opportunities to practice management conversations, receive feedback and reflect on their approaches. After training, a conversation can help connect what they found valuable to their responsibilities at work.

- What was your biggest takeaway from the course, and how might it change your approach to managing?
- What would you like to put into practice, and where could you apply it?
- What would help you feel confident putting that into practice?
- How can I support you?

Participants develop a SMART Action Plan to guide how they intend to apply their learning. If they choose to share their plan, it can provide a useful starting point for discussing opportunities to apply new approaches, the results they hope to achieve and any support that would be helpful.

AS LEARNING CONTINUES — Continuing the conversation

As opportunities to apply learning come up, these questions may be useful in regular conversations:

- What opportunities have you had to apply something from the course? What was the outcome?
- Which approaches have been easiest to put into practice? Which have been more challenging?
- What might you do differently next time?
- What difference are you seeing in how you work with or lead your team?

Choose whichever questions are useful at the time.

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