Management Skills for New Supervisors and Managers

Learn the art of management that will set you apart—FAST!

Successful managers get things done. Using extensive guided role plays, self-audits and in-depth skills exercises, you will explore motivation, delegation, coaching, communication, performance management and leadership. 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 inclusion
- 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
- Multiple tools for planning focused, performance, coaching and delegation conversations
- Multiple opportunities to practice coaching and feedback skills using mini-case scenarios
- A self-assessment that provides insight into your communication preferences and how to flex your style to work best with others
- Job aid to help you recall and apply key learning points

WHO SHOULD ATTEND

Supervisors and managers with one to 3 years of experience supervising and managing others.

DURATION – 2 Days

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COURSE DETAILS

Defining Your Role as Manager

- Discover the qualities and abilities required for effective management
- Explore the challenges that new managers face today
- Identify the roles and responsibilities managers perform
- Understand what employees expect of their managers

Communication: Conducting Effective Work Conversations

- Describe the importance of communication to effective management
- Describe the process of communication and the barriers that can derail it
- Understand and be able to use the conversational triangle to deepen dialogue
- Leverage the Results Matrix© to plan results-focused conversations
- Discover your primary communication style and how to flex it to better influence others
- Practice the skills of active listening

Building a Motivational Climate

- Assess your current level of engagement
- Understand the impact of extrinsic and intrinsic motivators on performance and engagement
- Learn the five core factors to creating a motivational climate
- Discover five questions for tapping into intrinsic motivation
- Discuss actions you can take to create a more inclusive team environment

Continuous Performance Management

- Understand how to leverage performance management practices to optimize performance
- Develop SMART performance goals that drive better results
- Practice preparing and delivering performance feedback
- Conduct performance alignment conversations
- Receive constructive feedback on your own feedback delivery

Delegating for Growth and Development

- Assess whether you are delegating enough
- Determine what you should and shouldn't delegate to others
- Leverage a delegation matrix to plan your delegation conversations
- Learn to flex your communication style when delegating to others
- Practice the skill of delegation and receive specific, real-time feedback
- Examine best practices for delegating in virtual and hybrid work environments

Coaching for Performance

- Understand why coaching is critical to effective management
- Learn the micro-skills of effective coaching
- Identify performance gaps and which coaching approach to use in different scenarios
- Use the Coaching Preparation Worksheet to plan for coaching conversations
- Confront problem behaviors in a tactful manner
- Practice coaching others using mini-case scenarios and your own work examples

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