

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2238](http://www.amanet.org/2238)

# Management Skills for New Managers

## Gain the core management skills you need to succeed!

This seminar will teach you how to manage people and give you the crucial foundational skills to shift from being an individual contributor to a well-respected manager who can achieve team success and drive bottom-line performance.

Using guided role play, exercises and practice sessions, you will discover how to adjust your management style and tackle new challenges. In-depth management skills practice using the Situational Leadership® II model combined with interactive activities take you through the paces of motivation, delegation, coaching, communication, performance management and leadership. You will be able to improve on key weakness areas, play to your strengths and get the best results from every member of your team.

## How You Will Benefit

- Gain a deeper understanding of your roles and responsibilities
- Improve communication to effectively set expectations for yourself and your direct reports
- Adapt your leadership style to meet the needs of individual team members
- Communicate organizational goals that get results
- Apply delegation strategies to increase productivity and motivation
- Use effective coaching techniques to maximize your team's performance

## What You Will Cover

### Your Role as Manager

- Identify qualities and abilities required for effective management
- Understand your role and responsibilities as manager
- Learn to transition from individual contributor to manager
- Know how to work effectively with a multigenerational workforce
- Understand the nuances when managing remote teams and across the matrix

### Performance Management

- Identify the challenges to effective performance management
- Understand and conduct performance planning, facilitation and evaluation
- Practice the skill of setting goals, providing effective feedback and conducting alignment discussions

### Effective Communication



## **Effective Communication**

- Recognize what effective communication really is
- Understand the communication process
- Know the barriers that can cause derailment and misunderstanding
- Identify the relative importance of face-to-face communication
- Get a firm grasp of the five building blocks of managerial communication
- Learn to match the right communication method with your communication goal
- Identify the challenges and practices when communicating virtually

## **Understanding and Appreciating Situational Leadership® II: The Art of Influencing Others**

- How to develop people, value differences and encourage honest communication
- Develop your leadership style to gain commitment from employees
- Match your leadership style to the your developmental needs and task at hand

## **Coaching for Performance**

- How does coaching develop, enhance and achieve goals
- Know the requirements and importance of coaching
- Practice coaching and correcting difficult and challenging behaviors
- Use the AMA Guide for managing a coaching discussion
- Identify the differences between coaching and discipline

## **Creating a Motivational Climate**

- Define motivation and your role in creating a motivational setting
- The cost of demotivation and disengagement
- Recognize important elements of the motivational process
- Create your own practice for building a motivational climate

## **Delegation for Growth and Development**

- Understand the different types of delegation
- Know the benefits and challenges of delegation
- Recognize your comfort with delegation
- How to conduct an effective delegation conversation
- Practice your delegation skills

## **Who Should Attend**

Managers with one to three years of experience who are seeking additional management training.

## **Special Feature**

**Real-world examples.** Techniques and tools learned throughout this seminar are based on actual day-to-day interactions between managers and direct reports.

See *Ken Blanchard's Situational Leadership® II (SLII)*—a model for developing people and a way for leaders to help their employees become self-reliant achievers. To be truly effective, leaders' styles must adapt to the skills and commitment of the people they want to influence. With some people, managers have to provide a great deal of direction. With others, encouragement and appreciation trigger the best results. Still others deliver their best when allowed to take the ball and run with it. *Situational Leadership® II* helps managers become more flexible and responsive to their employees' needs.

### **This Seminar Features Blended Learning**

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner - producing a greater return-on-investment for the employer and the seminar participant.

### **Schedule**

- [3] days - \$2,445 Non Members
- [3] days - \$2,195 AMA Members
- [3] days - \$2,079 GSA

### **Credits**

18 PDU\_L/1.8 CEU/21 CPE

18 PDU

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