American Management Association's
Management Skills for New Managers

LESSON ONE

- Identify the Qualities of Effective Management
- Identify Managers’ Roles and Responsibilities
- Describe the Steps of Effective Performance Management
- Use SMART Goals and Feedback for Managing Performance
- Conduct Performance Alignment Discussions

LESSON TWO

- Define Leadership Effectiveness
- Identify the Three Skills of a Situational Leader
- Describe Employee Development Levels, and Match the Appropriate Leadership Style

LESSON THREE

- Identify the Practices That Help to Build a Motivational Climate
- Describe the Process of Communication and the Barriers That Can Derail It
- Identify Communication Methods Available in Today’s Work Organizations and When Each Is Most Appropriate

LESSON FOUR

- Structure an Effective Delegation Conversation
- Describe Different Types of Coaching
- Use the Two-Minute Challenge for Coaching Discussions
- Use the AMA GUIDE to Managerial Coaching