

# **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 an SLII® Leader
- Describe Employee Development Levels, and Match the Appropriate Leadership Style

## **LESSON THREE**

- Practice Having Effective and More Frequent Conversations with Your Direct Reports
- Increase Your Flexibility and Adaptability to Lead a Diverse Workforce
- Use a Variety of Leadership Styles to Accelerate Team Members' Completion of Their Goals/Tasks

## **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