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