

## **American Management Association's Management Skills for New Managers**

### ***Learning Objectives***

- Establish Credibility as a New Manager
- Apply Behavioral Styles that Foster Positive Relationships with your Boss, Peers, and Team Members
- Use Management Strategies that Promote Effective Team Member Motivation, Performance, and Delegation

### ***Defining Your Role as a Manager***

- Identify Qualities Required for Effective Management
- Define Management
- Identify the Roles and Responsibilities Managers Perform
- Describe how Managers Provide Value
- Describe the Contextual Issues and Challenges Managers Face Today

### ***Continuous Performance Management***

- Define the Goal of Performance Management
- Describe a Process for Effective Performance Management
- Identify the Challenges to Performance Management
- Demonstrate the Skills of Performance Management

### ***SLII® - Concepts***

- 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

### ***Coaching for Performance***

- Define *Coaching*
- Identify the Importance of Coaching
- Identify the Requirements for Coaching
- Identify the Micro-skills of Effective Coaching
- Use a Process for Coaching Behavioral Challenges
- Use the AMA GUIDE to Manage a Coaching Discussion
- Differentiate Between Coaching and Discipline

### ***Building a Motivational Climate***

- Identify the Manager's Role in Employee Motivation
- Define Motivation
- Identify the Importance of a Motivational Climate
- Recognize Important Elements of the Motivational Process
- Identify Managerial Practices for Building a Motivational Climate

### ***Delegating for Growth and Development***

- Identify the Types of Delegation That Managers Can Engage In
- Identify the Importance of, and the Barriers to, Effective Delegation
- Assess Your Current Delegation Practices
- Identify What Can—and Can't—Be Delegated
- Describe the Phases of Effective Delegation
- Use a Process for Conducting a Delegation Discussion