

Management Skills for New Managers

Learning Objectives

- Recognize the increasingly complex role of today's manager
- Apply effective communication and feedback skills
- Use coaching and delegation for employee development
- Understand the performance management cycle and its role in employee development
- Successfully collaborate across the organization
- Motivate others to align and support organizational culture

The Role of the Manager

- Identify qualities required for effective management
- Reflect on the range of roles today's managers perform
- Reflect on how you fulfill your role and areas for development

Effective Communication and Feedback

- Use self-awareness and emotional intelligence in managerial communication
- Articulate clear and succinct written and spoken managerial messages
- Build verbal, vocal and body language competence for trust and coherence
- Leverage effective feedback throughout the organization

Coaching and Delegating

- Define coaching as a tool for employee growth and development
- Identify the micro-skills of effective coaching
- Use the AMA GUIDE to plan and conduct a coaching discussion
- Identify the steps for effective delegation
- Prepare and conduct a delegation discussion

Continuous Performance Management and Development

- Define continuous performance management
- Describe the performance management cycle
- Identify common challenges and benefits of continuous performance management
- Practice the skills of continuous performance management

Teambuilding and Collaborating for Success

- Determine the difference between a team and a group
- Apply tools to create high performance teams
- Develop and use agreements to improve team health
- Describe the principles of effective collaboration
- Recognize the value of collaboration on individual, team and organizational results
- Develop accountability among teams collaborating on projects and tasks
- Motivating others to align and support culture
- Describe elements of a team's culture and their importance
- Identify the manager's role in employee motivation
- Describe the importance of motivation as a culture driver
- Recognize elements of the motivational process
- Build a motivational climate for your team