

**American Management Association's
Management Skills for New Supervisors**

LESSON ONE

Adopting a Management Role and Creating a Motivational Environment for Performance

- Expectations
- Functions of Management
- Role of Manager in Context
- Supervisory Styles
- Manager's Role in Motivating
- Common Motivators at Work
- Techniques for Motivating Others
- Feedback and Delegation as Motivators
- Next Lesson Preparation

LESSON TWO

Becoming a Great Communicator and Coaching for Development and Performance

- Listening Skills Assignment Review
- Questioning Skills
- Nonverbal Communication
- Communication Methods
- Constructive Communication
- Coaching for Performance
- Coaching Skills
- Next Lesson Preparation

LESSON THREE

Conducting Valuable Performance Appraisals and Managing Workforce Challenges

- Effective Performance Appraisals
- Keeping Records
- Conducting Performance Appraisals
- Diversity in the Workplace
- Supervisory Challenges
- Next Lesson Preparation

LESSON FOUR

Making the Best Use of Time and Continued Growth

- Effective Time Management Techniques
- Using the Priority Matrix
- Time Wasters
- Making the Best Use of Meetings
- Managing Stress as a Supervisor
- Action Planning for Ongoing Development