

American Management Association's Management Skills for New Women Managers

Defining Your Role as a Manager

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

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

Understanding and Appreciating Situational Leadership® II “The Art of Influencing Others”

- Definition of Leadership as an Art of Influencing Others
- Examining the Three Skills of a Situational Leader
- Applying the Three Skills

Coaching for Performance

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