American Management Association's
Management Skills for New Supervisors

Learning Objectives

- Understand Your Role as a Supervisor and Different Supervisory Styles
- Effectively Communicate Using Different Methods
- Apply Time Management Best Practices for You and Your Team
- Understand Diversity and Individual Differences
- Perform a Performance Appraisal
- Use Motivation as a Tool to Delegate
- Effectively Give Feedback Through Coaching

Embracing Your New Role

- Discuss What Your Boss, Employees, Peers, and Senior Management Expect from You in Your Supervisory Role
- Define and Discuss the Four Basic Management Functions: Planning, Organizing, Communicating, and Monitoring
- Demonstrate Three Supervisory Styles and Discuss When and How to Use Each One
- Discuss Transitioning from Individual Contributor to Supervisor
- Define and Learn Tips for “Managing Up”

Filling Your Communication Skills Toolbox

- Identify Your Preferred Communication Styles and the Styles That You Find Challenging
- Discuss How to Supervise the Four Communication Styles Effectively
- Demonstrate Paraphrasing to Check Content Understanding
- Experience the Impact of Nonverbal Communication
- Send Harmonious Messages
- Ask Questions That Get the Answers You Need

Managing a Diverse Workforce

- Discuss Various Kinds of Diversity and Explain How It Affects You, Your Work Unit, Your Company
- Discuss the Five Generations Working in Today’s Workforce
- Learn How to Effectively Understand and Manage the Five Generations Effectively
- Explain the Key Laws Relevant to Your Supervisory Position
- Explain the Americans with Disabilities Act (ADA), Hostile Environment, and Other Key Laws and Legal Terms
- Discuss Your Obligations Regarding These Laws
Managing Time Effectively

- Understand Key Principles of Managing Time Effectively
- Learn How to Conduct Effective Meetings
- Understand How to Manage Different Personalities Around How They View Time and Workload

Coaching for High Performance

- Demonstrate Giving and Receiving Feedback Constructively
- Explain How to Minimize Defensiveness in Yourself and Others
- Specify Your Own Coaching Strengths and Weak Spots
- Ask Powerful Questions to Coach Employees Toward Building Personal Accountability
- Demonstrate a Five-Step Coaching Discussion Model
- Deliver and Profit from Peer Feedback

Creating a Motivational Environment

- Explain the Components of a Motivating Environment
- Understand the Four Phases of Team Development
- Discuss How Behavior Is a Function of Its Consequences
- Demonstrate Rules for Reinforcing Productive Behavior
- Explain How to Avoid Common Reinforcement Mistakes
- Use Delegation as a Motivational Tool
- Develop a Strategy for Solving a Current Employee Motivational Problem

Managing Performance Appraisals

- Demonstrate How to Keep Effective Records
- Understand the Importance of Quarterly Alignment Discussions
- Conduct a Performance Appraisal Meeting
- Cope with Various Employee Reactions

Planning for Continuing Growth

- Select and Prioritize Your Own Next Steps
- Develop an Action Plan for Continuing Professional Development
- Critique Other Action Plans and Recommend Strategic Action Steps