

Succeeding as a New Manager

Target Audience: People that are about to join the management ranks; new managers; practicing managers that have not received formal management skills training. Also for practicing managers that want to brush up on their management skills.

Key Learning Outcomes

- Understand your various roles as a manager and how to build your leadership capability.
- Know how to practice situational leadership whilst letting your own style shine through.
- Enhance your communication skills by developing an ability to respond effectively to different communication styles.
- Learn how to maximise your time efficiently and to delegate effectively.
- Practice with different tools to help you coach staff to higher levels of performance and to keep them motivated.
- Confidently deal with difficult people and learn how to give negative feedback constructively.
- Gain confidence as a manager using proven management techniques and current best practice.

Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self and team assessments
- ✓ Group exercises
- ✓ Case studies
- ✓ Film clips
- ✓ Practice coaching sessions
- ✓ Role plays
- ✓ Personal action planning

Course Outline

DAY 1

Key Management Frameworks and Their Practical Application

- Management and Leadership Principles
- Why Managers Fail
- Popular and Relevant Management Models
- Situational Leadership
- Action-Centered Leadership
- Purposeful Leadership
- Motivating Individuals and Teams – Traditional and New Concepts

Communication Effectiveness

- Perceptual Filters and How They Affect Communication Effectiveness
- Making Effective Use of Various Communication Channels
- Practicing Assertive Communication
- Using Body Language in Meetings and Presentations

DAY 2

Characteristics of High Performance Teams

- The Team Life Cycle
- Agile Team Characteristics
- Anatomy of a High Performance Team

Developing the Team

- Coaching to Maximise Performance and Harness Potential
- Giving Negative Feedback Constructively
- Dealing with Resistance to Change
- Building Trust

Personal Effectiveness

- Delegation and Empowerment
- Tips for Working Smarter
- Building Relationships
- Personal Actions for Succeeding as a Manager

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4