

Evolving into the Manager Role | 3 Days

The manager's role is very different from the non-manager's. Managers must be able to develop and unify team members, plan strategically, set goals, delegate responsibilities, provide meaningful feedback, and effectively communicate. In this course, you will learn how to confidently acquire and build these skills through relevant discussions, team and individual activities.

Who Should Attend

New managers wanting to become skilled in their management roles.

Job Roles

- Personal Development
- Leader of Teams/Projects

Objectives

- Describe the roles that a manager has in an organization
- Identify and nurture talent in your team
- Build a management vision for success
- Create strategies to motivate and empower your team
- Combine leadership qualities and influence skills to motivate your team
- Plan and manage effective meetings

Course Outline

The Manager's Role

- Distinguishing a Manager's Role from Function
- Understanding Interpersonal, Informational, and Decisional Roles

Building a Shared Vision

- Defining a Shared Vision
- Building a Strong Vision
- Creating and Communicating a Vision Statement
- Identifying Benefits of Your Vision

Leadership and Influence

- Identifying the Characteristics and Qualities of a Leader
- Modeling the Way and Enabling Others to Act
- Encouraging Your Inner Innovator and Mastering the Art of Persuasion
- Creating Mutual Respect
- Effectively Communicating and Reasoning with Others

Nurturing Talent

- Calibrating Talent
- Finding and Nurturing the Attributes that Meet Your Requirements
- Articulating Culture and Hiring for a Cultural Fit
- Looking to the Future – Developing and Executing a Plan
- Succession Planning
- Creating and Fostering Employee Engagement
- Coaching, Training, and Development

Delegation and Empowerment

- Working with Workgroups and Teams
- Delegating
- Progress Tracking and Reviewing Results

Building a Better Meeting

- Planning and Preparing a Meeting
- Identifying Proper Participants
- Creating an Agenda
- Evaluating the Use of Technology

Topic-specific, post-class materials to enrich your journey.

eBooks, On-demand Courses, Quick Videos, Personal & Team Assessments, Tools & Templates

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos

- On Becoming a New Manager featuring Anne Riches
- Cautionary Tales for the New World Manager featuring Eddie Obeng
- Humility vs. Publicity Paradox featuring Pat Lencioni
- Performance Management: Be Clear on the Goals featuring Jason Jeffay
- Be a Part of the Solution featuring Pam Laycock
- Effective Internal Communications featuring Peter Bakstansky
- On-the-Level Communication featuring Pat McLagan
- Know Yourself, Treat People Well and Listen featuring Bill Ford
- Advice for New Managers featuring Mike Jossi
- Defining Moments Come During Difficult Times featuring Terri Kelly
- Advice to New Managers Moving Up in the Organization featuring Shelley Stewart Jr.
- The Challenges and Opportunities for Women in Management featuring Dina Dublon
- Securing a Common Vision and Strategy featuring Nick Kugenthiran
- Keys to Performance Management featuring Julie Gebauer
- Marcus Buckingham: Great Managers Help People Hone Their Strengths
- Great Managers Take the Time featuring Curt Coffman

Book Summaries

- *Managing* by Henry Mintzberg
- *The New Boss: How to Survive the First 100 Days* by Peter Fischer

Blueprints

- Power to the People – How to Effectively Empower Your Employees by Yvonne F. Rocco, Doug Bryant and Robert M. Berg

Leader-Led Activities

- Meeting Expectations Discussion Guide
- New Manager Challenges Discussion Guide
- Conflict and Difficult Behavior Facilitation Guide
- Healthy Communication Facilitation Guide
- Management Perspective Facilitation Guide
- Performance Planning Application Guide

Self-Assessment

- Management Perspective
- Healthy Communication

Business Impact

- Business Impact: Building Trust Incrementally

Challenge

- Challenge: Making the Move Into Management

Tools

- Expectations
- Performance Planning
- Team Guidelines
- Communication Methods
- Management Challenges
- Decision Making
- Conflict Strategies

Test

- Leadership Advantage Test Yourself: New Manager Transitions

Core Message

- Leadership Advantage: New Manager Transitions 2.0

Case Study

- Recognizing Expectations
- Setting Goals
- Communicating Effectively
- Managing Difficult Behavior

Key Concept

- Key Concept: Your Perspective on Management
- Key Concept: About Expectations
- Key Concept: Confidence, Competence, and Courage
- Key Concept: Get Organized and Goal-Directed
- Key Concept: Establishing Guidelines for Team Working
- Key Concept: Motivating and Empowering Your Team
- Key Concept: Healthy Communication
- Key Concept: Communicating for Clarity and Direction
- Key Concept: Representative Challenges
- Key Concept: Making Decisions
- Key Concept: Dealing with Conflict
- Key Concept: Dealing with Difficult Behavior

e-Books

- Skills for New Managers; Second Edition
- The Essential New Manager's Kit
- Managing People: Secrets to Leading for New Managers

Videos/Courses

- Leaders Don't Have All the Answers
- Keys to Effective Delegation
- Explain Why; Then Get Out of the Way
- Leadership Tips for New Managers

