

€ TRAINING

Seminar: Succeeding as a New Manager



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Introduction:

This training program provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication, and understanding human interaction, helping new managers know how to use productive leadership and management techniques.

Course Objectives:

At the end of this course the participants will be able to:

- Understand and develop skills necessary for new managers/supervisors.
- Learn the importance of managing with strategic thinking.
- Learn how to set goals and plan effectively and efficiently.
- Develop ability to establish a customer focus in management.
- Develop positive interpersonal techniques for better people relationships.
- Improve their ability to make higher quality decisions.
- Apply concepts of team building, team performance and motivation.
- Learn how to establish and maintain time management techniques.
- Understand the role of stakeholders and learn techniques of stakeholder management.
- Understand how to develop productive communication techniques.
- Understand the importance of performance standards, goals and objectives.
- Develop improvement plans to accomplish work and improve performance.

Targeted Audience:

- Managers who want to master and improve their skills
- New managers who want to start their managerial effectively and efficiently
- Supervisors who aim to be ready for the next role
- Employees who are the potential to be promoted to a managerial role

Course Outlines:

Unit 1: Leadership Skills Required for a New Manager:

- Identification of management and supervisory leadership skills
- Challenges supervisors face in dynamic, changing organizations
- Identifying the life cycle of organizations
- The role of leadership in today's successful organizations
- Understanding the role of strategic management in leadership
- The importance in the leadership of a customer focus

Unit 2: Importance of Goal Setting and Planning Management for a Manager:

- Developing goals and objectives that align with the company's business plan
- Integrating goals, scope, work structure, and management planning
- Developing a concept of planning based on standardized principles
- Identifying the role of stakeholders in effective planning
- Using a planning process to set planning goals and get work started
- Integrating initiating objectives, scope, work structure, and management planning

Unit 3: How New Managers Build Effective Interpersonal Interactions:

- Characteristics of interpersonal interaction for individuals
- Identification of personal interaction styles
- Individual strengths and challenges of interpersonal interaction styles
- Successful interpersonal interaction develops trust
- Stages of team development and the supervisor's role in each
- Understanding how people work better using varied interaction types