



Essential Management Skills for the New Manager & Supervisor

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Introduction

Competent people demonstrate technical excellence in their chosen field and this expertise is often recognised and rewarded by promotion into a supervisory or management role. However, frequently little training is afforded to those given the responsibility. Managing people is no easy task and the early experiences of newly appointed managers can be marked with anxiety, stress and insecurity as to how to what to do and how to do it. This programme offers a pragmatic overview of good management practice for those new to supervision. It recognises that there are a variety of skills needed to be effective and offers insights into the critical competencies, which assist the transition into management.

Getting off to a good start is important particularly in today's increasingly competitive business climate and the skills acquired in this programme will "fast track" delegates to manage effectively. A variety of tools, techniques and frameworks will be presented enabling "new" managers to understand their role and responsibilities function effectively and get the best performance from those they lead. If you are new to supervision or management this course offers a compendium of good practice which will impact your practice immediately.

The programme highlights:

- The foundations of management and a critical evaluation of your personal style
- Managing the performance of self and others; planning personal and team priorities
- Building a high performing team using the power of diversity
- The manager as a communicator, coach and developer of people
- Time Management, Delegation and Communicating with Impact

Who should attend?

This programme is designed for those professionals across all functions or disciplines.

Course Objectives:

- To equip delegates with a wide range of tools and techniques which will enhance management capability and ""fast track"" performance
- To ensure delegates have clear definition of the role and responsibilities of the manager
- To identify each delegate's unique management style, recognizing personal strengths, whilst identifying areas for potential development
- To appreciate the value of performance management as a tool for personal, team and organizational improvement and establish priorities of action
- To manage different personalities and appreciate that diversity is a strength to be harnessed within a team for productive and collaborative outcomes
- To increase personal power base, through good communication and influencing skills
- To create a personal SWOT analysis and transfer action into the workplace

Course Outline:

Day One

The Foundations of Management: roles, responsibilities and personal style

- Understanding the wider working environment that impacts the organization
- Identifying the characteristics of good management

- Making the transition to management: new skills, fears and expectations
- What Managers Do? Key competencies, behaviors and activities in the manager's role
- Psychometric assessment of personality and impact on management style
- Identifying your management styles, blind spots and adapting behavior to achieve maximum benefit
- What mistakes do new managers make and how to avoid them

Day Two

Managing the performance of self and others: planning personal and team priorities

- A focus on Continuous Improvement: Kaizen: improving , self , team and organization
- The role of performance management in organizations
- Communicating team purpose and clarifying personal priorities and contributions
- Establishing SMART objectives for individuals / team and how to measure them
- How to plan and prepare for successful performance reviews
- Understanding the implications of assertive, passive and aggressive management behaviors and their outcomes

Day Three

Building High Performing Teams using the power of diversity

- Identifying the characteristics of Highly Effective Teams and of Dysfunctional Teams
- Stages in team development and the managers role
- Appreciating team and harnessing diversity: team roles and their identification and application
- Team audit: exercise to evaluate current team performance and identify strength and potential areas for action
- Problem solving in teams; Making structured and creative decisions
- Managing people through change - the impact of change on the individual and its management

Day Four

The Manager as a Communicator, Coach and Developer of People

- Building trust: a critical in managing effectively
- How to give feedback: a tool for development and progression
- Using a feedback planner for difficult conversations and managing potential conflict
- Coaching for personal and team success using a model
- Key communication skills for coaching and management: listening, Influencing and Written communications
- How to Motivate and your people

Day Five

Time Management, Delegation and Communicating with Impact

- Managing Time Effectively: Reviewing the most common time management failings and determining priorities"
- Delegation for empowerment: How to delegate to motivate staff and raise performance
- Communicating with impact: the characteristics of powerful presentations - guidelines for good practice
- Personal SWOT review of learning
- Action plans. What objectives and actions do I seek to implement/achieve on return to the workplace