

Management Skills – New Managers

ClearCut
IT TRAINING

Duration: 2 days

Who should attend: Suitable for new managers with some or little formal management training who are seeking an introduction to management techniques.

Aims: To explore the new skills and techniques you need to master in order to succeed with confidence as a New Manager.

By the end of the course, delegates will:

- Start your new role as a manager with confidence
- Motivate others
- Make the switch from working alongside colleagues to managing them
- Delegate effectively to your team
- Manage how others use their time and resources

Topics

Managing Yourself

The Role of the Manager

- Descriptions of the role of manager
- What do effective managers do?

Management vs Leadership

- Situational leadership
- Support vs Challenge

Communication skills

- What makes someone difficult
- The communication process
- Effective communication
- Verbal communication
- Non-verbal communication
- Body Language

Time Management

- Typical procrastinators & time wasters
- What am I here for?
- Establishing priorities
- The Time Management Grid

Delegation

- What is delegation
- The advantages of delegation
- Why managers don't delegate
- What to delegate

Performance Management Appraisal

- The managers role
- The performance appraisal cycle
- Giving feedback
- Setting objectives

Conflict Management

- Identifying the different types of conflict and problems
- How to handle conflict

Personal Action Plan