

First-Time Manager

Congratulations!

You're a Manager ... Now What?

You've paid your dues. You've worked your way up from assistant to management level. And now what?

How friendly should you be with your team? Is it better to delegate or be a hands-on boss? Is honesty always the best policy, especially when managing up? How should you decide on your replacement? Being a first-time manager can be overwhelming. So we asked a team of experts to create a game plan to bring to your first day in a management position.

What will you learn?

Leadership Fundamentals and Issues All New Managers Face

- Crucial differences between being the leader and "being the boss"
- The challenges facing leadership today
- Can you be friendly with your staff and still maintain respect and compliance?
- Most common mistakes new supervisors make and how to avoid them

Developing Your Personal Leadership Strengths

- Why your "people skills" will be the No. 1 driver of your success as a leader
- Understanding how your leadership style can work for or against your employees
- The 7 classic principles of influence ... and how and when to use them to your advantage
- What are the keys to results? Focusing your efforts on that which makes the greatest impact

Building a Highly Motivated, High-Performance Team

- Recognizing the crucial role you play in driving your team's effectiveness
- Building relationships that enhance cooperation among team members
- Understanding the basic things that motivate today's workers: You may be surprised
- Proven morale-boosters for employees nearing burnout
- The Mechanics of the Manager's Job
- Do's and don'ts for effective interviewing
- How to help new employees hit the ground running and succeed on the job
- Techniques for addressing poor performance so that positive change results
- Strategies for curbing absenteeism, tardiness and rule-breaking

Communication Techniques Every Manager Should Know

- Your role in keeping lines of communication open at all times
- Words and phrases that can destroy your credibility and authority — and what to say instead
- Active listening techniques that ensure you'll hear what's really being said
- Pointers for speaking more powerfully and confidently in meetings

How to Turn Around Difficult Employees and Eliminate Problem Behaviours

- Tools for combating a variety of attitude problems
- The best approach for dealing with argumentative and combative people
- What's your role in settling disagreements between employees?
- "How-to's" for a professional, productive employee confrontation

The Leader's Role in Making Change Happen

- Understanding why people often instinctively resist change
- Top reasons why organizational change often fails
- Important considerations to address before introducing any change
- What you must do as a leader when your people flatly refuse to embrace critical changes

Duration:

2 days

