

The Newly Appointed Manager - Building your Experience

2 Days **NAM1**

OVERVIEW

This is a practical real life course, which helps to build confidence and skill for first time managers with some experience as they work with their most important and yet complex resource - PEOPLE.

This intensive two-day course introduces the manager with some experience to the fundamentals of the managerial role. It focuses on combining the essential skills of time management, people resource management, leadership skills and performance and change management. This course will provide participants with a thorough grounding in the principles of managerial excellence.

Through working with other new managers on the course, attendees will get to share experiences, practice new skills and gain feedback in a risk-free environment.

DESIGNED FOR

Suitable for new managers with some experience at managing or those with little formal management training who are seeking an introduction to management techniques.

LEARNING OUTCOMES

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

- Recognise and avoid the common mistakes made by managers.
- Prioritise their time and delegate effectively.
- Effectively plan and structure their own and their team's priorities.
- Maintain a highly motivated and effective team.
- Manage performance and provide motivational objectives and constructive feedback.
- Recognise the need for change within organisations.

TOPICS COVERED

The Qualities of a Successful Manager

- Identifying the behaviours, skills and qualities of an effective manager
- The five practices of successful 21st century managers
- Establishing credibility
- Setting goals for management development

The Effective Management of Time

- Criteria for prioritising
- Planning and scheduling your activities and those of the team
- Managing time under pressure
- Identify time stealers and strategies for dealing with these
- Effective delegation to motivate and improve performance

Leading People and Building Teams

- The key characteristics of high performing teams
- The stages of team development
- Motivating and developing team members
- Developing the skills of your people
- Keeping the team on track

Managing Performance

- Setting SMART objectives and clear and motivational goals
- Measuring and maintaining performance
- Giving feedback and difficult messages
- Managing conflict and understanding strategies to resolve it
- Managing difficult situations and people
- Managing people you used to work alongside

The Need for Change

- Why organisations need to change
- Levels and types of strategic change
- Organisational culture and its impact on change
- Forces for and against change
- Your influence as a manager on change
- Leading your team through change

Engaging Others

- Developing effective working relationships
- Managing stakeholders
- Influencing those around you - up, down and sideways

Personal Development

- Preparing a personal action plan to support your return to the workplace

EXTRA NOTES

Further Development:

The Manager's Development Programme (MDP1)

An equivalent course is available in Arabic, French, German, Spanish, and Portuguese. Please call us for details.