

## Management Skills for New Managers



This two-day programme addresses the nature of the manager-employee relationship and the essential skills required to achieve success in the role

### **Overview**

The move from focusing on your own workload to managing the work of others is a big step and can often be a daunting. This two-day workshop provides new managers with an understanding of the essential skills they will require in their new roles.

The workshop involves a wide range of interventions including facilitator led discussions, individual questionnaires, individual and group exercises and a role-play. An action planning activity at the end encourages participants to continue their learning journey by identifying what actions they need to take after the event, when they will take these actions, what support they will require and who from.

### **Aims**

The purpose of this two-day programme is to provide participants both with the essentials skills required by a new manager and the confidence to act assertively in the manager's role. It addresses issues such as the manager-employee relationship in terms of communication, motivation and managing conflict, and some of the essential tasks of a manager such as delegation, performance appraisal and helping team members manage their time.

## Learning Objectives

By the end of the programme, you will be able to:

- Explain the role of a manager
- Communicate well with team members
- Make most efficient use of your own time, and that of your team
- Explain how and when to delegate
- Set objectives and appraise performance
- Motivate staff and handle conflict effectively.

## Workshop Content

### The Role of The Manager

- Management vs Leadership
- Action-Centred Leadership

### Communication Skills

- Emotional Intelligence
- Empathy and Rapport
- Questioning, Listening and Reframing

### Time Management

- Identifying Time-Wasters
- Prioritising and Planning

### Delegation

- The Continuum of Leadership Behaviour
- Situational Leadership
- Rules for Delegation

### Performance Appraisal

- Giving and Receiving Feedback
- Coaching

### Conflict Management

- Assertiveness
- Transactional analysis

### Motivation

- Maslow's Hierarchy of Needs
- Herzberg's Two Factor Theory
- Challenge Versus Support

### Personal Action Plans

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