

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 daunting for new managers. 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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