

MANAGEMENT SKILLS FOR NEW MANAGERS & SUPERVISORS

This program aims to train & prepare new managers for their role on a higher organizational level.

Introduction

- What is management?
- Program objectives
- Your objectives
- Self-assessment questionnaire – What is your management style?

Lecturette: The Basic Management Functions

- Planning
- Organizing
- Leading
- Control

Communication

- Workshop – How communication works
- Lecturette & Role play: Body language
- Active listening techniques & self-assessment
- Lecturette: Four levels of listening

Developing Managerial Skills

- Lecturette & DVD: Planning & set SMART goals
- Workshop: Assertive Behaviour
- Workshop: Assertive Behaviour: Practicing saying “No” (Decision Making)
- Lecturette & DVD: Delegation skills
- Workshop: Giving effective feedback
- Lecturette: Influencing others - handling resistance to change
- Self-assessment questionnaire: Determining conflict handling style
- Workshop: Dealing with conflict

Lecturette: First Year in Management: Avoid the Reality Shock

- Transition process & Common mistakes
- Managerial roles & What companies look for in managers
- How the manager’s job is changing

Facilitation: 1 x day (1 Gold Seal Special Industry Course (SIC) Point)