Learning to Manage
Techniques and Tools for the New Supervisor

Course Overview

How You Will Benefit

Making the transition from doing work yourself to managing others can feel overwhelming. Learning to Manage is designed to help minimize the stress and walk you through the process of management by targeting five specific areas. You'll learn to successfully handle staff, projects, performance, conflict, and even yourself as you evaluate and continuously improve your effectiveness as a manager.

No doubt, taking on a managerial role for the first time can be hard. You may be supervising former colleagues or getting to know an entirely new organization and set of employees. You'll feel pressure from below and above. So how do you set yourself up for success? It can be helpful to think about effective and ineffective managers you have encountered in your career.

Course Objectives

Successful completion of this course will increase your ability to:

- Understand how to make the transition into management.
- Avoid the common pitfalls that derail new managers.
- Discover how to communicate effectively up and down your organization.
- Explore ways to effectively delegate work and encourage employee development.
- Identify how to manage task-related and interpersonal crises.
- Develop self-awareness and determine the support you need to successfully manage employees.

Key Topics Covered

This course explores the following subjects in depth:

- Tasks and obligations of a manager.
- Knowing what traits and behaviors employees value most in a manager.
- The seven common pitfalls of management and best practices for avoiding them.
- How to develop solid relationships with employees.

Key Topics Covered (cont.)

- Communicating effectively with employees and upper management including being aware of the effects of body language.
- Identifying distracting listening habits and learning how to listen attentively.
- Establishing objectives and measurements of success.
- What to consider when prioritizing work and which tasks to delegate.
- Exploring ways to help employees grow in both the short- and long-term.
- Recognizing symptoms that you're not dealing with problems effectively.
- Encouraging employees to resolve both task-related and interpersonal problems themselves.
- Where and how to gain the support you need to be successful.

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts in a risk-free environment
- Thorough set of materials: Instructor Guide, Participant Guide, classroom PowerPoint presentation, and one-page Learning Summary

Registration Information

Participant name: _____

Department: _____

Position: _____

Email: _____

Phone number: _____

Please return this form to: