AMA2238 MANAGEMENT SKILLS FOR NEW MANAGERS

Course Code: 2549

Gain the core skills you need to succeed!

Gain the crucial foundational skills to help you shift from being an individual contributor to a manager who gets results.

Using guided role play, exercises, and skill practice sessions, you will discover how to adjust your leadership style and tackle new challenges. In-depth skills practice using the Situational Leadership® II model combined with interactive activities take you through the paces of motivation, delegation, coaching, communication, performance management, and leadership. You will be able to improve on key areas, play to your strengths, and get the best results from every member of your team.

This course provides an introduction to Ken Blanchard’s Situational Leadership® II - a model for developing people and a way for leaders to help their employees become self-reliant achievers. To be truly effective, leaders’ styles must adapt to the skills and commitment of the people they want to influence. With some people, managers have to provide a great deal of direction. With others, encouragement and appreciation trigger the best results. Still others deliver their best when allowed to take the ball and run with it. Situational Leadership® II helps managers become more flexible and responsive to their employees’ needs.

How You Will Benefit

- Gain a deeper understanding of your roles and responsibilities
- Improve communication to effectively set expectations for yourself and your direct reports
- Adapt your leadership style to meet the needs of individual team members
- Communicate organizational goals that get results
- Apply delegation strategies to increase productivity and motivation
- Use effective coaching techniques to maximize your team’s performance

What You’ll Learn

- Clearly articulate your role and responsibilities as manager
- Effectively manage the performance of your direct reports
- Capitalize on your employees’ natural motivators for success
- Determine the best ways to communicate throughout your organization
• Learn and apply the principles of Situational Leadership© II
• Benefits and procedures of effective delegation
• Uncover your strengths as a coach

Who Needs to Attend
Managers with one to three years of experience who are seeking additional management training
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CLASSROOM LIVE $2,545 USD 2 days

Classroom Live Outline

1. Your Role as Manager
   - Qualities and abilities required for effective management
   - Your role and responsibilities as manager
   - Transition from individual contributor to manager
   - How to work effectively with a multigenerational workforce
   - Managing remote teams and across the matrix

2. Performance Management
   - Challenges to effective performance management
   - Performance planning, facilitation, and evaluation
   - Setting goals, providing effective feedback, and conducting alignment discussions

3. Effective Communication
   - What effective communication really is
   - The communication process
   - Barriers that can cause derailment and misunderstanding
   - Relative importance of face-to-face communication
   - Five building blocks in managerial communication
   - The right communication method for your communication goal
   - Challenges and practices when communicating virtually

4. Situational Leadership® II: The Art of Influencing Others
   - Develop people, value differences, and encourage more frequent and honest communication
   - Develop your leadership style to grow competence and gain commitment from employees on their tasks
   - Match your leadership style to the employee’s developmental needs and task at hand
5. Coaching For Performance
   • How coaching develops, enhances, and achieves goals
   • Requirements and importance of coaching
   • Practice coaching and correcting difficult and challenging behaviors
   • Use the AMA Guide for managing a coaching discussion
   • Differences between coaching and discipline

6. Creating Motivational Climate
   • Motivation and your role in creating a motivational setting
   • The cost of demotivation and disengagement
   • Important elements of the motivational process
   • Create your own practice for building a motivational climate

7. Delegation for Growth and Development
   • Types of delegation
   • Benefits and challenges of delegation
   • Recognize your comfort with delegation
   • How to conduct an effective delegation conversation
   • Practice your delegation skills

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Jun 17 - 18, 2020 | 9:00 AM - 4:30 PM | HOUSTON, TX
Jun 18 - 19, 2020 | 9:00 AM - 4:30 PM | ATLANTA, GA
Jun 22 - 23, 2020 | 9:00 AM - 4:30 PM | PITTSBURGH, PA
Jun 25 - 26, 2020 | 9:00 AM - 4:30 PM | NEW YORK CITY, NY
Jun 25 - 26, 2020 | 9:00 AM - 4:30 PM | SEATTLE, WA
Jul 9 - 10, 2020 | 9:00 AM - 4:30 PM | CHICAGO (DOWNTOWN), IL
Jul 9 - 10, 2020 | 9:00 AM - 4:30 PM | NEW YORK CITY, NY
Jul 13 - 14, 2020 | 9:00 AM - 4:30 PM | SAN FRANCISCO, CA
Jul 13 - 14, 2020 | 9:00 AM - 4:30 PM | WASHINGTON, DC
Jul 15 - 16, 2020 | 9:00 AM - 4:30 PM | NASHVILLE, TN
Jul 16 - 17, 2020 | 9:00 AM - 4:30 PM | BOSTON, MA
Jul 20 - 21, 2020 | 9:00 AM - 4:30 PM | AUSTIN, TX
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PRIVATE GROUP TRAINING 2 days

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