

# AMA2238 MANAGEMENT SKILLS FOR NEW MANAGERS

Course Code: 2549

Gain the skills needed to make a difference as a new manager.

Successful managers get things done. Learn the art of management that will set you apart—FAST. Using extensive guided role plays, self-audits and in-depth skills exercises, you will explore motivation, delegation, coaching, communication, performance management and leadership.

Take this course to fill your skill gaps and elevate your team—and your career—to new levels of greatness. Be ready to apply what you learn and return to work with new knowledge, insights and practical methods to help you be a successful and effective new manager.

## What You'll Learn

### **Your Role as Manager**

- Discovering the qualities and abilities required for effective management
- Identifying the roles and responsibilities managers perform
- Exploring the contextual issues and challenges that new managers face today

### **Continuous Performance Management**

- Defining the goal of performance management
- Identifying the process and challenges
- Practicing the skills of performance management
- Conducting a self-audit on performance management

### **SLII® - The Art of Influencing Others**

- Practicing having effective and more frequent conversations with your direct reports
- Increasing your flexibility and adaptability to lead a diverse workforce
- Using a variety of leadership styles to accelerate team members' completion of their goals/tasks

### **Coaching for Performance**

- Identifying the importance of and requirements for coaching
- Learning the micro-skills of effective coaching
- Confronting problem behaviors in a tactful manner
- Using the AMA Guide to manage a coaching discussion
- Differentiating between coaching and disciplining

## **Building a Motivational Climate**

- Recognizing the manager's role in employee motivation
- Exploring important elements of the motivational process
- Identifying managerial practices for building a motivational climate

## **Delegating for Growth and Development**

- Describing the types of delegation that managers can engage in
- Assessing your current delegation practices and their challenges
- Recognizing what can and can't be delegated
- Describing the phases of effective delegation
- Practicing delegation discussion

## **ADDITIONAL TAKEAWAYS:**

- Self-audits on performance management, technology, coaching, diversity and inclusion, as well as delegation and global awareness
- A process for coaching behavioral challenges and conducting a delegation discussion
- A self-reflection worksheet on business ethics
- Performance alignment conversations
- An AMA digital asset on motivation and delegation
- A motivational climate worksheet

## **Who Needs to Attend**

Managers with one to three years of experience who are seeking additional management training.

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CLASSROOM LIVE

\$3,765 CAD

2 Day

## Classroom Live Outline

### LESSON ONE

- Identify the Qualities of Effective Management
- Identify Managers' Roles and Responsibilities
- Describe the Steps of Effective Performance Management
- Use SMART Goals and Feedback for Managing Performance
- Conduct Performance Alignment Discussions

### LESSON TWO

- Define Leadership Effectiveness
- Identify the Three Skills of an SLII® Leader
- Describe Employee Development Levels, and Match the Appropriate Leadership Style

### LESSON THREE

- Practice Having Effective and More Frequent Conversations with Your Direct Reports
- Increase Your Flexibility and Adaptability to Lead a Diverse Workforce
- Use a Variety of Leadership Styles to Accelerate Team Members' Completion of Their Goals/Tasks

### LESSON FOUR

- Structure an Effective Delegation Conversation
- Describe Different Types of Coaching
- Use the Two-Minute Challenge for Coaching Discussions
- Use the AMA GUIDE to Managerial Coaching

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VIRTUAL CLASSROOM LIVE

\$3,765 CAD

2 Day

## Virtual Classroom Live Outline

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- Identify Managers' Roles and Responsibilities
- Describe the Steps of Effective Performance Management
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- Conduct Performance Alignment Discussions

### LESSON TWO

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Jun 8 - 9, 2026 | 10:00 AM - 6:00 PM EDT

Jun 15 - 16, 2026 | 9:00 AM - 5:00 PM EDT

Jul 7 - 8, 2026 | 9:00 AM - 5:00 PM EDT

Jul 16 - 17, 2026 | 10:00 AM - 6:00 PM EDT

Jul 27 - 28, 2026 | 9:00 AM - 5:00 PM EDT

Aug 17 - 18, 2026 | 9:00 AM - 5:00 PM EDT

Aug 24 - 25, 2026 | 11:00 AM - 7:00 PM EDT

Sep 3 - 4, 2026 | 9:00 AM - 5:00 PM EDT

Sep 15 - 16, 2026 | 10:00 AM - 6:00 PM EDT

Sep 24 - 25, 2026 | 9:00 AM - 5:00 PM EDT

Oct 7 - 8, 2026 | 10:00 AM - 6:00 PM EDT

Oct 15 - 16, 2026 | 9:00 AM - 5:00 PM EDT

Oct 26 - 27, 2026 | 10:00 AM - 6:00 PM EDT

Nov 12 - 13, 2026 | 9:00 AM - 5:00 PM EST

Nov 23 - 24, 2026 | 10:00 AM - 6:00 PM EST

Dec 8 - 9, 2026 | 9:00 AM - 5:00 PM EST

Dec 17 - 18, 2026 | 10:00 AM - 6:00 PM EST



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PRIVATE GROUP TRAINING

2 Day

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Date created: 6/7/2026 2:59:37 AM

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