

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.

AMA2238 MANAGEMENT SKILLS FOR NEW MANAGERS

Course Code: 2549

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

AMA2238 MANAGEMENT SKILLS FOR NEW MANAGERS

Course Code: 2549

VIRTUAL CLASSROOM LIVE

\$3,765 CAD

2 Day

Virtual 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

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

Apr 23 - 24, 2026 | 9:00 AM - 5:00 PM EDT

May 5 - 8, 2026 | 2:00 - 6:00 PM EDT
May 14 - 15, 2026 | 10:00 AM - 6:00 PM EDT
May 27 - 28, 2026 | 9:00 AM - 5:00 PM EDT
Jun 8 - 9, 2026 | 10:00 AM - 6:00 PM EDT
Jun 15 - 16, 2026 | 9:00 AM - 5:00 PM EDT
Jun 25 - 26, 2026 | 10:00 AM - 6:00 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



AMA2238 MANAGEMENT SKILLS FOR NEW MANAGERS

Course Code: 2549

PRIVATE GROUP TRAINING

2 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 4/2/2026 5:02:19 PM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.