

# LEARNING TO MANAGE

Course Code: 821211

Learn effective methods of communication, problem solving, delegation and motivation, to prepare yourself to be an effective manager.

In this interactive course, you will gain an understanding of the fundamentals of becoming an effective manager for your team. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. To perform the job well, the manager must understand the different roles of everyone involved on the team, and be trained in developing the capabilities of all team members and addressing issues as soon as they surface.

A manager must have a thorough understanding of team dynamics and the principles that make the difference between success and failure before they can effectively manage a group of people. By examining effective methods of communication, problem solving, delegation, and motivation, you can prepare yourself to be an effective manager.

## What You'll Learn

- 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.

## Who Needs to Attend

New managers or managers with basic experience who are seeking additional management training.

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VIRTUAL CLASSROOM LIVE

\$845 CAD

1 Day

## Virtual Classroom Live Outline

### Overview

- Adopt the Right Mindset for Managing
- Common Pitfalls to Avoid

### Module 1: People Management

- 1.1 Your Highest Priority: Managing Relationships
- 1.2 Communication Up and Down the Organization
- 1.3 Being Attentive

### Module 2: Project Management

- 2.1 Set Objectives
- 2.2 Measurements of Success
- 2.3 Delegating Work
- 2.4 Providing Constructive Feedback

### Module 3: Performance Management

- 3.1 Coaching Employees
- 3.2 Developing Employees
- 3.3 Evaluating Employees
- 3.4 Disciplining Employees

### Module 4: Problem Management

- 4.1 Managing “Fires”
- 4.2 Managing Task-Related Problems
- 4.3 Managing Interpersonal Conflict

### Module 5: Personal Management

- 5.1 Develop Self-Awareness
- 5.2 Develop a Support System
- 5.3 Handle Stress

## Review

- Learning Summary
- Action Plan
- Test Your Knowledge

Jun 9 - 9, 2025 | 10:00 AM - 4:00 PM EDT

Aug 6 - 6, 2025 | 10:00 AM - 4:00 PM EST

Oct 8 - 8, 2025 | 10:00 AM - 4:00 PM EST

Dec 8 - 8, 2025 | 10:00 AM - 4:00 PM EST



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PRIVATE GROUP TRAINING

1 Day

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