

## Evolving into the Manager Role | 3 Days

The manager's role is very different from the non-manager's. Managers must be able to develop and unify team members, plan strategically, set goals, delegate responsibilities, provide meaningful feedback, and effectively communicate. In this course, you will learn how to confidently acquire and build these skills through relevant discussions, team and individual activities.

### WHO SHOULD ATTEND:

New managers wanting to become skilled in their management roles.

### JOB ROLES:

Personal Development  
Leader of Teams/Projects

### OBJECTIVES:

- Describe the roles that a manager has in an organization
- Identify and nurture talent in your team
- Build a management vision for success
- Create strategies to motivate and empower your team
- Combine leadership qualities and influence skills to motivate your team
- Plan and manage effective meetings

### COURSE OUTLINE:

#### The Manager's Role

Distinguishing a Manager's Role from Function  
Understanding Interpersonal, Informational, and Decisional Roles

#### Building a Shared Vision

Defining a Shared Vision  
Building a Strong Vision  
Creating and Communicating a Vision Statement  
Identifying Benefits of Your Vision

#### Leadership and Influence

Identifying the Characteristics and Qualities of a Leader  
Modeling the Way and Enabling Others to Act  
Encouraging Your Inner Innovator and Mastering the Art of Persuasion  
Creating Mutual Respect  
Effectively Communicating and Reasoning with Others

#### Nurturing Talent

Calibrating Talent  
Finding and Nurturing the Attributes that Meet Your Requirements  
Articulating Culture and Hiring for a Cultural Fit  
Looking to the Future – Developing and Executing a Plan  
Succession Planning  
Creating and Fostering Employee Engagement  
Coaching, Training, and Development

#### Delegation and Empowerment

Working with Workgroups and Teams  
Delegating  
Progress Tracking and Reviewing Results

#### Building a Better Meeting

Planning and Preparing a Meeting  
Identifying Proper Participants  
Creating an Agenda  
Evaluating the Use of Technology

### We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,  
Personal & Team Assessments, Tools & Templates.

## Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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#### Reinforcement Videos

- On Becoming a New Manager featuring Anne Riches
- Cautionary Tales for the New World Manager featuring Eddie Obeng
- Humility vs. Publicity Paradox featuring Pat Lencioni
- Performance Management: Be Clear on the Goals featuring Jason Jeffay
- Be a Part of the Solution featuring Pam Laycock
- Effective Internal Communications featuring Peter Bakstansky
- On-the-Level Communication featuring Pat McLagan
- Know Yourself, Treat People Well and Listen featuring Bill Ford
- Advice for New Managers featuring Mike Jossi
- Defining Moments Come During Difficult Times featuring Terri Kelly
- Advice to New Managers Moving Up in the Organization featuring Shelley Stewart Jr.
- The Challenges and Opportunities for Women in Management featuring Dina Dublon
- Securing a Common Vision and Strategy featuring Nick Kugenthiran
- Keys to Performance Management featuring Julie Gebauer
- Marcus Buckingham: Great Managers Help People Hone Their Strengths
- Great Managers Take the Time featuring Curt Coffman

#### Book Summaries

- *Managing* by Henry Mintzberg
- *The New Boss: How to Survive the First 100 Days* by Peter Fischer

#### Blueprints

- *Power to the People – How to Effectively Empower Your Employees* by Yvonne F. Rocco, Doug Bryant and Robert M. Berg

#### Leader-Led Activities

- Meeting Expectations Discussion Guide
- New Manager Challenges Discussion Guide
- Conflict and Difficult Behavior Facilitation Guide
- Healthy Communication Facilitation Guide
- Management Perspective Facilitation Guide
- Performance Planning Application Guide

#### Self-Assessment

- Management Perspective
- Healthy Communication

#### Business Impact

- Business Impact: Building Trust Incrementally

#### Challenge

- Challenge: Making the Move Into Management

#### Tools

- Expectations
- Performance Planning
- Team Guidelines
- Communication Methods
- Management Challenges
- Decision Making
- Conflict Strategies

#### Test

- Leadership Advantage Test Yourself: New Manager Transitions

#### Core Message

- Leadership Advantage: New Manager Transitions 2.0

#### Case Study

- Recognizing Expectations
- Setting Goals
- Communicating Effectively
- Managing Difficult Behavior

#### Key Concept

- Key Concept: Your Perspective on Management
- Key Concept: About Expectations
- Key Concept: Confidence, Competence, and Courage
- Key Concept: Get Organized and Goal-Directed
- Key Concept: Establishing Guidelines for Team Working
- Key Concept: Motivating and Empowering Your Team
- Key Concept: Healthy Communication
- Key Concept: Communicating for Clarity and Direction
- Key Concept: Representative Challenges
- Key Concept: Making Decisions
- Key Concept: Dealing with Conflict
- Key Concept: Dealing with Difficult Behavior

#### e-Books

- Skills for New Managers; Second Edition
- The Essential New Manager's Kit
- Managing People: Secrets to Leading for New Managers

#### Videos/Courses

- Leaders Don't Have All the Answers
- Keys to Effective Delegation
- Explain Why; Then Get Out of the Way
- Leadership Tips for New Managers

*Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.*