

€ TRAINING

Key Management Skills for New Managers
and Supervisors





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Introduction:

This training program is designed to equip participants with essential management skills enabling them to lead their teams effectively and drive organizational success. Through it, participants will develop the competencies needed to manage people, projects, and processes efficiently.

Program Objectives:

By the end of this program, participants will be able to:

- Understand the core principles of effective leadership and apply them to inspire and motivate their teams.
- Master the art of clear and persuasive communication, both within their teams and with other stakeholders.
- Learn structured approaches to making informed and timely decisions.
- Implement strategies for setting goals, providing feedback, and managing performance.
- Develop techniques for resolving conflicts and fostering a collaborative work environment.

Targeted Audience:

- Newly appointed managers and supervisors.
- Aspiring managers and team leaders.
- Experienced managers seeking to refresh their skills.
- Professionals transitioning into management roles.

Program Outline:

Unit 1:

Introduction to Management:

- Define the key roles and responsibilities of managers and supervisors.
- Differentiate between leadership and management and understand their unique functions.
- Learn techniques for prioritizing tasks and managing time efficiently.
- Understand the importance of setting Specific, Measurable, Achievable, Relevant, and Time-bound goals.

- Develop strategies for building trust and credibility with your team.

Unit 2:

Communication Skills:

- Practice active listening techniques to enhance understanding and rapport.
- Understand the impact of body language and non-verbal cues.
- Learn how to plan and conduct productive meetings.
- Develop skills for giving constructive feedback that encourages improvement.
- Adapt communication styles to effectively interact with diverse team members.

Unit 3:

Decision-Making and Problem-Solving:

- Explore various models and frameworks for making decisions.
- Enhance critical thinking skills to analyze situations and make sound judgments.
- Use creative techniques to generate innovative solutions to problems.
- Identify potential risks and develop strategies to mitigate them.
- Implement decisions effectively and evaluate their outcomes.

Unit 4:

Performance Management:

- Establish clear performance standards and expectations.
- Learn methods for tracking and measuring team performance.
- Gain skills for conducting fair and effective performance reviews.
- Explore strategies for motivating team members to achieve high performance.
- Develop approaches for addressing and resolving performance issues.

Unit 5:

Conflict Resolution and Team Building:



- Understand the nature of conflict and its impact on the workplace.
- Learn techniques for resolving conflicts constructively.
- Foster a culture of collaboration and teamwork.
- Equip your team to handle organizational changes and transitions smoothly.
- Recognize and celebrate team achievements to build morale and engagement.