

# € TRAINING

Succeeding as a New Manager





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## Introduction:

This comprehensive training program is designed to equip newly appointed managers with the essential skills and knowledge required for effective leadership. It aims to empower new managers to build strong relationships, make informed decisions, and drive team success in their roles.

## Program Objectives:

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

- Understand and develop skills necessary for new managers/supervisors, including strategic thinking and goal setting.
- Learn the importance of managing with strategic thinking to drive organizational success.
- Develop the ability to establish a customer focus in management for enhanced satisfaction and loyalty.
- Cultivate positive interpersonal techniques to foster better relationships among team members.
- Improve decision-making abilities to ensure higher quality outcomes.
- Apply concepts of team building, performance, and motivation to drive collective success.

## Targeted Audience:

- Managers who want to master and improve their skills.
- New managers who want to start their managerial effectively and efficiently.
- Supervisors who aim to be ready for the next role.
- Employees who are the potential to be promoted to a managerial role.

## Program Outlines:

### Unit 1:

#### Leadership Skills Required for a New Manager:

- Identification of management and supervisory leadership skills.
- Challenges supervisors face in dynamic, changing organizations.

- Identifying the life cycle of organizations.
- The role of leadership in today's successful organizations.
- Understanding the role of strategic management in leadership.
- The importance in the leadership of a customer focus.

## Unit 2:

### Importance of Goal Setting and Planning Management for a Manager:

- Developing goals and objectives that align with the company's business plan.
- Integrating goals, scope, work structure, and management planning.
- Developing a concept of planning based on standardized principles.
- Identifying the role of stakeholders in effective planning.
- Using a planning process to set planning goals and get work started.
- Integrating initiating objectives, scope, work structure, and management planning.

## Unit 3:

### Time Management and Communication as Effective Disciplines for New Managers:

- Determining how a person's style of work affects time management.
- Using a process to identify time issues and solutions to the issues.
- Learning how empowerment is used in time management.
- Importance of leadership and communication methods.
- Learning the impact of verbal and non-verbal communication.
- Developing an active listening communication style.

## Unit 4:

### How New Managers Build Effective Interpersonal Interactions:

- Characteristics of interpersonal interaction for individuals.
- Identification of personal interaction styles.
- Individual strengths and challenges of interpersonal interaction styles.

- Successful interpersonal interaction develops trust.
- Stages of team development and the supervisor's role in each.
- Understanding how people work better using varied interaction types.

## Unit 5:

### Developing Personal and Work Group Improvement Plans:

- Encouraging innovation and improvement as a supervisor.
- Understanding interpersonal work group dynamics.
- Identification of change processes and human change.
- Dealing with people who do not want to change.
- Developing an action plan for personal and workgroup improvement.