



LIVE SEMINAR

## Management & Leadership Skills for New Managers and Supervisors



### THIS SEMINAR AT A GLANCE:

- Solidify your position
- Prioritize tasks
- Delegate responsibility
- Foster accountability and ownership
- Motivate people
- Coach individuals and teams
- Earn trust and respect
- Assess skills and weaknesses
- Hire and develop staff members
- Communicate with peers and superiors

# Management & Leadership Skills for New Managers and Supervisors

S E M I N A R S U M M A R Y



## You've just been promoted to manager — now what?

Many first-time managers step into their positions feeling apprehensive and ill-prepared. Why? Because it's a lot easier to be a follower than a leader. The skills and talents that made you a valued team player won't necessarily make you a great manager or supervisor.

### This seminar was created for people like YOU!

It will make your transition smoother and more successful. You'll use what you learn right away. If a tough problem comes up, you'll know how to handle it. When you're faced with a crisis, you'll react with confidence. You'll be better equipped to keep your people motivated, productive and on target.

### Consider this seminar a crash course for beginning managers and supervisors

In two solid days of practical instruction, we'll demonstrate and drive home the essential skills you'll need to step confidently into a leadership role. You'll gain insights into everything from making a good first impression to motivating people and managing change in the workplace.

The seminar will be fast-paced and full of variety, with a lot of information exchanged. To make everything you learn more relevant — and to help make it stick — we'll use a combination of proven training methods.

Note: This seminar is exclusively for managers and supervisors— new ones, prospective ones and those with some experience but no formal training. You'll soon find many of your concerns are the same ones other managers face, no matter their level of experience. As a result, you will feel comfortable knowing you are all on common ground and you're all there to learn.

## PROGRAM AGENDA

### Day One

#### How to avoid beginner's blunders

A lot of judgments are made during your "honeymoon." It's inevitable that you're going to make some mistakes in the beginning, but the fewer, the better.

- How to manage the mountain of information coming at you from every direction
- Tips on supervising people who are still friends, but were your equals
- How to deal with the legacy left by your predecessor
- Diplomatic ways to gather intelligence about your work group
- How to establish a good working relationship with your own supervisor
- What you can do to minimize surprises

#### How good are your leadership skills?

How do the skills and talents you demonstrated as a follower translate to your role as a leader? Where do you need to grow, which of your old traits are best left behind, how do you decide which skill sets to focus on?

- "Bureaucracy basher," "expediter" and six other hats you'll wear
- Specific ways to strive for and achieve personal excellence as a leader
- Are you a leader or a manager? Four unique qualities that distinguish one from the other
- What are your own goals? A way to clarify your personal vision and mission

### Day Two

#### How to hire, train and develop a top-notch staff

- How to come up with a list of qualities to define your ideal candidate
- The kind of questions to ask in an interview — and answers to look for
- Common delegation traps every new manager must avoid
- Tips on matching the person to the job

#### Mastering the art of motivation

- Proven motivators that work every time
- Goal-setting tips: How to set targets people believe in and will work toward
- How to use appraisals to reward success, correct subpar performance and re-energize efforts
- How to deal with reprimands, warnings and dismissals

#### How to say what you mean — and mean what you say

- The best ways to project authority without being overbearing
- How to recognize the red flags of body language
- Quick tips on becoming a better listener
- What to do when negativity creeps into your group or into your own thinking
- Where attitudes come from, what feeds them and how to control their impact



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