



Essentials of Management

For New Managers

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Get the key skills you need to manage and motivate, to delegate and to become a great all-round manager.

Highlights

- This programme is practical, hands-on and business focused. You learn by using role plays, exercises and tips.
- Learn how to use clear goal setting and professional feedback to manage your team on a daily basis.

Key Competences

- Becoming a great manager
- Delegation strategies
- Coaching skills
- Communication skills
- Motivating your team
- Performance management

The Right Programme for You

You are a manager with up to 3 years experience and you have a team of 3 or more people. You need to improve your management skills and become a great all-round manager.

New Managers



Learn, Practice and Use

- **Understand** your management roles and responsibilities
- **Improve** communication with your team & set expectations for you and your direct reports
- **Adapt** your management style to meet the needs of individual team members
- **Communicate** organizational goals that get results
- **Apply** delegation strategies to increase productivity and motivation
- **Use** effective coaching techniques to maximize your team's performance
- **Recognize** different types of work conversations
- **Define** the goals of performance management
- **Understanding** and using the conversational triangle in your management role
- **Practice** delegation discussion in role plays
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



2 days
€1,995

Live Online



4 x 3-hour sessions
€1,995

PMI Certified

The programme is certified by the Project Management Institute® (PMI).
More information at mce.eu/pmi

Available In-Company

The programme is available as an In-Company solution for your teams.
More information at mce.eu/inco

mce.eu/newmanagers for dates, locations and full programme outline

Programme Modules

1

Defining Your Role as a Manager

- Discovering the qualities and abilities required for effective management
- Identifying the roles and responsibilities managers perform
- Exploring the contextual issues and challenges that new managers face today

2

Continuous Performance Management

- Defining the goal of performance management
- Identifying the process and challenges
- Practicing the skills of performance management

3

Communication: Conducting Effective Work Conversations

- Describe the importance of communication to effective management
- Recognizing the qualities of effective communication
- Understanding the process of communication & the barriers that can derail it
- Recognizing different types of work conversations
- Identifying the two key conversation skills
- Understanding and utilizing the conversational triangle

4

Coaching for Performance

- Identifying the importance of and requirements for coaching
- Learning the micro-skills of effective coaching
- Confronting problem behaviours in a tactful manner
- Using the AMA Guide to manage a coaching discussion
- Differentiating between coaching and disciplining

5

Building a Motivational Climate

- Recognizing the manager's role in employee motivation
- Exploring important elements of the motivational process
- Utilizing managerial practices for building a motivational climate

6

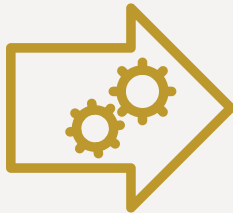
Delegating for Growth and Development

- Describing the types of delegation that managers can engage in
- Identify the importance of, and the barriers to, effective delegation
- Assessing your current delegation practices and their challenges
- Recognizing what can and can't be delegated
- Identifying the phases of effective delegation
- Practicing delegation discussion



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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Visit mce.eu

