

The New Manager

- 2 day program

Congratulations on your new position as a manager. If this is your first opportunity to supervise the activity of others, you're possibly looking forward to the experience.

For many, however, managing others brings a mix of anticipation and fear. There is the promotion to the new position itself, the opportunity to teach others and share your knowledge, and a new sense of authority and control. There is also the fear of having to depend on others to do the work, of getting their respect and attention – of being responsible for what others do.

You'll find that there is no magic to being a good or even a great manager. It takes some understanding of human behaviour combined with the timely application of effective management skills.

If today is your first day on the job, this two-day program will help you to make some sense of your new responsibilities. It can help you to develop your own program for success.

If you already have some experience of managing, this program will provide you with new approaches and ideas. It can help reinforce your efforts to become and even more effective manager.

Program content:

The Role of Manager

- Characteristics of an effective manager
- The key functions of a manager
- Management Skills Questionnaire

The Manager as a Leader

- Management v. Leadership
- What is your style?
- Situational Leadership

Establishing and Maintaining Relationships

- Influencing skills
- Understanding your people's Behaviourial Style
- How to get people to listen to you
- Common barriers to good communication

Developing Your People

- What Constitutes An Effective Team?
- The Four Stages Of Team Development
- Team Purpose And Identity
- Determining Employee Needs
- Motivating Your Team
- How To Delegate Effectively
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Managing Individual & Team Performance

- Managing Performance Issues
- Conducting A Performance Appraisal
- How To Give Constructive Feedback
- Dealing With A Difficult Team Member
- How To Manage A Virtual Teams

Personal Development Plan



Jan Burnes, is Internationally renowned for her expertise in Conflict Resolution.

Her energy, enthusiasm and humour, combined with her practical strategies and tips make her a top-rated trainer. She has hands-on, real life experience having owned and managed 3 major companies in three different countries, one employing over 1,000 people. She has an MBA majoring in Business Communications and was a recent winner of the Telstra Business Woman of The Year Award.

On completion of this program, you will;

- Have A Clear Understanding Of The Role And Responsibilities Of The Manager
- Develop Your Leadership Skills
- Use Communication Skills To Develop Trust & Rapport
- Recognise The Characteristics Of A High Performing Team
- Know How To Motivate And Encourage Emplc
- Learn How And When To Give Effective Feed
- Know Which Tasks To Delegate And How
- Manage Negative Situations
- Guide Their Team Through The Stages Of Te Development



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