

Soft-Train



*At Soft-Train
Technology Works*

Management Skills for New Managers (1 Day)

COURSE GOAL: To provide New Supervisors and Leaders with Leadership Techniques they can use to be Effective Leaders.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Understand the Leadership Role
- Combine Executive Skills and recognize these skills in other people
- Understand the Four Phases of Learning
- Use the Six Step Coaching Model

KEY TOPICS:

I. Defining Your Role

- A. Trends in Business Environment
- B. Ways to Create the Right Environment

II. Effective Communication

- A. Communicating with Your Staff
- B. What and How to Communicate.

III. Performance Management

- A. Performance Management
- B. The Goal of Performance Management
- C. Setting Objectives
- D. Keeping Records
- E. A Recommended File Structure
- F. Action Planning Notes

IV. The Four Phases of Learning

- A. The Four Phases of Learning Model
- B. Making sense of the Four Phases
- C. A Model Description

V. Motivation

- A. How to Motivate a Direct Report
- B. What You Can Do
- C. Motivational Factors
- D. Motivation Summary

VI. Delegation for Growth

- A. The Benefits
- B. The Barriers
- C. Even Experienced Managers Hesitate to Delegate

VII. Coaching for Performance

- A. Why Coach?**
- B. What is Coaching?**
- C. Coaching Experiences**
- D. Six Step Coaching Model**
- E. Action Planning Notes**

VIII. Moving Forward with Your Own Situation