

# New Manager Skills Seminar



## Outline:

This two and one-half day seminar is designed to help the new manager make the transition into management and to begin the development of key management competencies.

## DAY ONE: **Making the Transition to Management**

**Technically Trained and Technically Talented People** - engineers, systems analysts, nurses, accountants, scientists, technicians, mechanics and others are the core of every organization. Unfortunately the very characteristics that enable these technical experts to be successful in their fields can often hamper their effectiveness as supervisors, managers, and leaders. For example, while it is valuable for technical experts to have a strong drive to solve problems, it is often difficult for them to delegate, to work with and develop others, to be sensitive to other people, and to communicate effectively with them.

Upon completion of DAY ONE of the New Manager Skills Seminar, participants will be able to:

- ❖ Identify and master the psychological barriers that inhibit technical experts from being effective managers and supervisors
- ❖ Overcome the "I Can Do It Better" Syndrome
- ❖ Let go of technical details and focus on the big picture
- ❖ Communicate effectively with technical and non-technical personnel
- ❖ Give feedback to others that promotes high levels of performance
- ❖ Motivate people by gaining cooperation rather than forcing compliance
- ❖ Network with other professionals to expand their sphere of influence
- ❖ Empower themselves and their team by understanding and skillfully working with corporate politics
- ❖ Minimize turnover and develop good people
- ❖ Build on their technical strengths while overcoming technical blind spots
- ❖ Successfully make the transition from doing work to getting work done through and with



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## DAY TWO: Getting the Job Done

Management is often defined as the process of getting things done through and with the help of other people. "Getting the job done" involves coordinating the work of two or more employees, work groups, or work units that act interdependently. The Manager's task is to make sure that work flows smoothly and activities are carried out according to their relative importance with a minimum amount of conflict.

The manager, acting as coordinator, must see to it that the right people, materials, and tools are at the right place at the right time to perform the right task. In performing the role of coordinator, the manager relies on three interrelated competencies:

- ❖ COMPETENCY 1 - PLANNING
- ❖ COMPETENCY 2 - ORGANIZING
- ❖ COMPETENCY 3 - CONTROLLING

Upon completion of DAY TWO of the New Managers Skills Seminar, participants will be able to:

### PLAN

- ❖ Conduct a thorough task analysis
- ❖ Sequence the work
- ❖ Assign the work - delegate effectively

### ORGANIZE

- ❖ Establish who does what and why
- ❖ Describe the strengths and weaknesses of the triangle/pyramid model of organizations

### CONTROL

- ❖ Apply effective controls
- ❖ Begin the necessary movement from quality control to Total Quality Management



## **DAY THREE: Survival Skills for the New Manager (One-Half Day)**

Upon completion of DAY THREE of the New Manager Skills Seminar, participants will have further developed these skills:

### **TIME MANAGEMENT SKILLS**

This day will help participants take greater control of their time and life. We look at the reasons we tend to lose control of our time, how other people impose their requirements on us, and how we can best reduce their impact on us. The result of the day will be not only greater control of our time but a better understanding of what we can do to prevent wasted time.

#### **❖ IDENTIFYING OUR MAJOR TIME-WASTERS**

Each of us suffers from different time-wasters. We'll look at the major problems and isolate those that are the biggest problem for us. Cures for each time-waster will be provided.

#### **❖ TIME MANAGEMENT TIPS**

The easiest suggestions to apply are those that can be expressed and understood in one line. These "one-liners" will be discussed and explained.

### **STRESS MANAGEMENT SKILLS**

Professional and personal stress is a major cause of illness and dysfunction in the United States today. While each of us would like to avoid stress, the pace of our lives works against that. The solution, as presented in this day, is found in our ability to reduce the impact of stress on our lives.

#### **❖ WHAT STRESS IS ... AND WHAT IT IS NOT**

To control our reactions to stress, we need an idea of exactly what it is. We discuss the conditions of stress, and how it differs from other irritants.

#### **❖ STRESSORS AND THEIR IMPACT**

To properly handle stress, we have to have a strategy that matches our personal situation. This section talks about the three ways we can reduce the impact of stress: avoid it, alter your body's responses, or improve your physical resistance.

### **ACTION PLANNING**

Using concept briefings, cases, real-issue practice, participants' experience, practice, understand, and apply the key competencies of New Manager Skills. Then, to close the Seminar, each participant produces a step-by-step **ACTION PLAN** covering:

- ❖ **What** they will do to continue to develop their skills within each competency;
- ❖ **Who** will help them (resources, feedback, evaluation); and
- ❖ **By when** each step will be accomplished.

