

American Management Association's Management Skills for New Managers

Learning Objectives

- Recognize the Increasingly Complex role of Today's Manager.
- Apply Effective Communication and Feedback Skills.
- Use Coaching and Delegation for Employee Development.
- Understand the Performance Management Cycle and Its Role in Employee Development.
- Build a High-Performing Team.
- Successfully Collaborate Across the Organization.
- Motivate others to Align and Support Organizational Culture.

The Role of the Manager

- Identify Qualities Required for Effective Management
- Reflect on the Range of Roles Today's Managers Perform
- Reflect on How You Fulfill Your Role and Areas for Development

Effective Communication and Feedback

- Use Self-Awareness and Emotional Intelligence in Managerial Communication.
- Articulate Clear and Succinct Written and Spoken Managerial Messages
- Build Verbal, Vocal, and Body Language Competence for Trust and Coherence
- Leverage Effective Feedback Throughout the Organization

Coaching and Delegating

- Define Coaching as a Tool for Employee Growth and Development
- Identify the Micro-Skills of Effective Coaching
- Use the AMA GUIDE to Plan and Conduct a Coaching Discussion
- Identify the steps for effective delegation
- Prepare and conduct a delegation discussion

Continuous Performance Management and Development

- Define Continuous Performance Management
- Describe the Performance Management Cycle
- Identify Common Challenges and Benefits of Continuous Performance Management
- Practice the Skills of Continuous Performance Management

Teambuilding and Collaborating for Success

- Determine the Difference Between a Team and a Group
- Apply Tools to Create High-Performance Teams
- Develop and Use Agreements to Improve Team Health
- Describe the Principles of Effective Collaboration
- Recognize the Value of Collaboration on Individual, Team, and Organizational Results
- Develop Accountability Among Teams Collaborating on Projects and Tasks

Motivating Others to Align and Support Culture

- Describe Elements of a Team's Culture and Their Importance.
- Identify the Manager's Role in Employee Motivation
- Describe the Importance of Motivation as a Culture Driver
- Recognize Elements of the Motivational Process.
- Build a Motivational Climate for Your Team.