

Segment 1: Embracing your role as an effective manager

Training description

We often take for granted that becoming a manager is a natural transition in a person's career path. However, becoming a manager requires a different skill set than performing a professional or technical trade.

The good news is that effective management skills can be learned. All managers, whatever transition they face, stand to benefit from upgrading their skills.

With the help of practical tools and established methods, participants will gain a better understanding of their responsibilities and challenges so they can achieve better results and fully embrace their manager role.

Learning objectives

- Develop your own vision of what makes an effective manager.
- Demonstrate the core competencies and functions of a manager so you can fully carry out your role.
- Understand how to position yourself in your management role, in terms of authority and power and work environment.
- Learn problem-solving and decision-making tools and techniques and put them into practice.
- Identify priorities and effectively manage your tasks.

Content

Transitioning successfully into your role

- Moving up to a management position

Fundamentals of management

- Management: fact versus fiction
- Trends in management

Core competencies of managers

- Core competency self-assessment

Roles of the manager

- Creating added value
- Different management skills for different levels of authority
- Interpersonal skills
- Developing talent

Agility and continuous improvement

- Agility
- Managing operations
- The P-O-D-C framework

Positioning yourself in as a manager

- Authoritative vs. authoritarian
- Defining authority

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- Exercising authority as a manager

Problem resolution

- The general framework for problem resolution

Decision making

- Decision-making strategies
- Choosing the right approach
- The 8 principles of influence

Managing priorities

- How do managers spend their time?
- The urgent-important matrix
- Effective priority-setting

Action plan

- Putting lessons learned into practice

Methodology

- Presentations
- Group work
- Individual work
- Group discussions
- Case studies
- Peer-to-peer learning
- Self-assessment

Target audience

All managers, including newly appointed managers and those seeking to update their skills.

Other information

This training is also offered as part of the Effective Manager development program (PER-975), which lasts a total of six days (divided into three two-day segments).

Duration

2 days