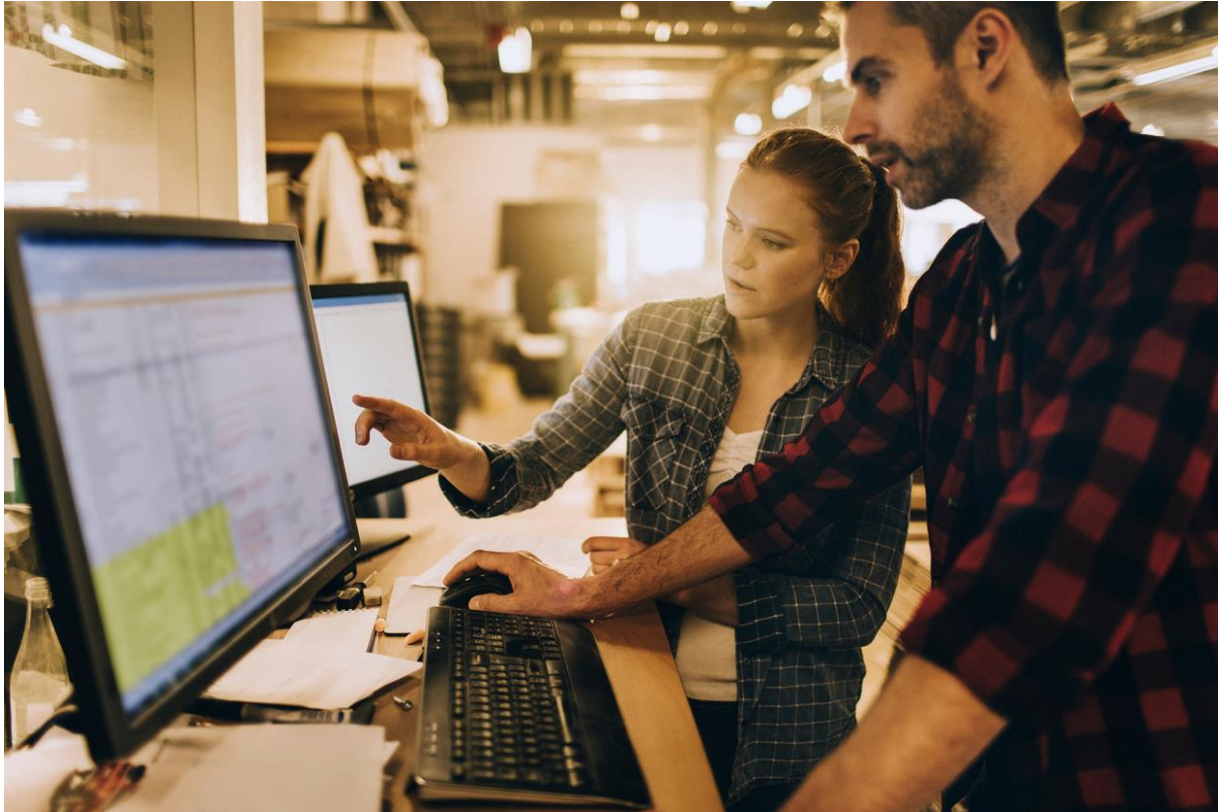


# MANAGEMENT SKILLS FOR NEW MANAGERS COURSE

"No great manager or leader ever fell from heaven, it's learned not inherited."  
Tom Northup



## OVERVIEW

This course is an ideal choice for new managers who want to gain a practical approach to managing people.

The challenge of managing other people is both exciting and demanding. Managers play a vital role in making sure that the team performs. Managers must have good people skills as well as an understanding of the technical aspects of the work. This popular practical program helps new or recent managers develop people skills and management skills to lead, motivate and secure good performance from the team. It helps managers plan and organise their work and the work of their team. It helps managers select leadership styles that will suit their situation and enable them to understand the motivation of people at work. It gives practical advice on delegating, running effective team meetings, being assertive, resolving conflicts, coaching and communicating. The course also helps managers plan their future development as a manager.

## WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for anyone working in or moving into a manager or supervisor role.

# MANAGEMENT SKILLS FOR NEW MANAGERS COURSE

## COURSE CONTENT

SECTION	KEY LEARNING CONTENT
<b>Introduction and overview</b>	0.1 Welcome 0.2 Course overview 0.3 Your targets for this course
<b>1. Your transition to a manager</b>	1.1 Your management role, responsibilities and values 1.2 Make the transition to a manager 1.3 Lead by example and respect team members 1.4 Identify areas for improvement in team work 1.5 Set clear expectations for your team members
<b>2. People skills, communication and emotional intelligence</b>	2.1 People skills and relationships for managers 2.2 Clear and concise communication with team members, managers, customers and stakeholders 2.3 Communicate as an assertive manager 2.4 Apply emotional intelligence as a manager
<b>3. Prioritise and delegate work</b>	3.1 Review and prioritise work 3.2 Plan delegation 3.3 Practical delegation 3.4 Follow up to delegation
<b>4. Lead and motivate your team</b>	4.1 Understand your leadership style 4.2 Motivate, engage and energise a team 4.3 Establish team goals, roles and responsibilities 4.4 Run effective team meetings
<b>5. Coach and support team members</b>	5.1 Manage different personalities in your team 5.2 Coach team members for improved performance
<b>6. Manage performance</b>	6.1 Manage performance and behavioural feedback 6.2 Give performance feedback
<b>7. Meet challenges for managers</b>	7.1 Meet challenges as a manager 7.2 Keys to manage conflict 7.3 Lead difficult conversations
<b>8. Move forward as a manager</b>	8.1 Build resilience and manage stress as a manager 8.2 Develop a continuous improvement mindset 8.3 Course review 8.4 Develop your management and leadership confidence and capabilities further

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## GROUP DELIVERY OPTIONS:

- 2 days face to face OR
- 8 x 90 sessions delivered via Zoom or other video platform
- An extended intensive 3 day version is also available.

## INDIVIDUAL DELIVERY OPTIONS:

- 8 x 60 sessions delivered via Zoom
- 8 x 90 sessions delivered via Zoom
- 10 x 90 sessions delivered via Zoom

## CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.

FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

## ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics.

## ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

Phone: +61 2 9660 0199

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**Management Skills for New Managers Short Course**  
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