



# FIRST TIME MANAGER

## Training Topics:

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### **The Mindset of a Leader:**

- Transitioning from team member to team manager
- Dealing with former peers
- The characteristics of an effective leader
- The responsibilities of a manager
- 'Thinking like a manager'

### **Managing Up and Managing Down:**

- Managing team members
- Managing managers

### **Coaching and Development:**

- The importance of coaching and feedback
- Phases of Coaching
  - Preparation
  - Engagement
  - Constructive Feedback
  - Dealing with Obstacles
  - Action plans for improvement
  - Follow Up
- Motivation & Coaching
- Performance dialogues

### **Prioritizing Work:**

- Managing time
- Prioritizing the To-do list
- The art of delegation



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## **Building and Managing High Performance Teams:**

- Understanding team dynamics
- Bruce Tuckman's model of team development
  - Forming
  - Storming
  - Norming
  - Performing
  - Adjourning
- The role of the leader in each stage

## **Training Hours:**

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The duration of the training program will be 16 hours.

## **Training Methodology:**

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Our training is carried out in a risk-free environment which encourages trainees to practice the skills that are taught. We use a number of training methods including simulations with feedback and group exercises to enhance the learning process.

- Instructor Led Training
- Role Plays
- Games and Group Activities
- Case Studies
- Movie Clips