

First Time Managers

Table of Contents

1. Introduction to Management

- a. Understanding the Transition from Employee to Manager
- b. Roles and Responsibilities of a First-Time Manager
- c. Key Skills Required for Effective Leadership

2. Effective Communication & Interpersonal Skills

- a. Enhancing Verbal and Written Communication
- b. Active Listening and Constructive Feedback Techniques
- c. Navigating Difficult Conversations with Team Members

3. Building & Leading High Performing Teams

- a. Team Dynamics and Establishing Team Norms
- b. Strategies for Motivation and Team Engagement
- c. Addressing Conflicts and Fostering Collaboration

4. Decision Making & Problem Solving

- a. Approaches to Decision-Making: Autocratic to Collaborative
- b. Problem Identification, Analysis, and Solution Implementation
- c. Balancing Short-Term vs. Long-Term Decision-Making

5. Performance Management & Feedback

- a. Setting Clear Expectations and Goals for Team Members
- b. Conducting Effective Performance Appraisals
- c. Providing Constructive Feedback and Recognition

6. Time Management & Delegation

- a. Prioritizing Tasks and Effective Time Management Techniques
- b. Delegating Tasks Appropriately and Empowering Team Members
- c. Managing Own Workload While Leading a Team



7. Leading Change & Adaption

- a. Embracing Change and Leading Teams through Transitions
- b. Effective Communication during Change Initiatives
- c. Navigating Resistance and Encouraging Adaptation

8. Self Development & Continuous Improvement

- a. Reflecting on Personal Leadership Style and Growth Areas
- b. Establishing a Personal Development Plan
- c. Seeking Opportunities for Lifelong Learning and Improvement



TRAININGZ4U

DENSAT