

Manager Management Workshop

Course Duration 1 Day

With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

Course Objectives

At the end of the course participants will be able to:

- Welcome and orientate new managers
- Learn ways to successfully coach and mentor
- Learn ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

Course Outline

Grooming a New Manager

Set Specific Goals
Authority (What They Can and Can't Do)
Create a Shared Vision
The More They Learn, the More Responsibility They Get

Coaching and Mentoring (I)

Writing Performance Reviews
Provide Clear and Timely Feedback
Praise in Public, Criticize in Private
Make Sure Your Door is Always Open

Coaching and Mentoring (II)

Offer Advice, Not the Solution
Create a Supportive Environment
Build Ownership
360 Degree Feedback

Measuring Performance

Staying Within Their Budget
Setting Measurable Objectives
Skip Level Feedback
Collaborate on Criteria to be Evaluated

Motivating Managers

Provide the Needed Resources
Bonuses and Incentives
Give Credit for Good Work
Keep Them Challenged

Signs of Poor Management

Missed Deadlines
Team Turnover
Losing Customers
Little or No Growth

Trust Your Team of Managers

Do Not Micromanage
Promote Open and Honest Communication
Reward Initiative
Trust, But Verify

When an Employee

Complains About Their Manager

Keep the Information Confidential
Gather Information from Both Sides
Coach or Delegate the Solution
Follow-up with the Manager or Employee

When Do You Step In?

Unsafe or Dangerous Events
Legal Ramifications
Severe Financial Costs
Repeated Failures after Coaching Has Occurred

Remember These Basic Qualities

Express Confidence in Their Abilities
Practice What You Preach
Have an Open Door
Their Success is Your Success