

How to Succeed as a Manager

Course Description:

This is an introductory course focused on employees new to a management role. Attendees will be provided with an overview of the key skills and actions that will enable them to successfully transition from team member to team leader, employee to supervisor or manager. Participation in this course will provide a good base to begin the journey to becoming an effective manager.

Learning Objectives:

Upon completion of this workshop, participants will have:

- An understanding of the skills and techniques needed to enter a management role with confidence;
- Acquired a greater range of strategies to communicate more clearly and tactfully with others;
- Techniques to improve personal organization;
- An enhanced ability to deal quickly and professionally with problems;
- The ability to take control of your work day and work place, and
- Become more secure and comfortable in their new management role.

Who Will Benefit:

Individuals who are aspiring to leadership or management positions, persons new to a management role, or individuals currently in a management role who have not had an opportunity to receive formal training and would like to improve their skills and enhance their performance as team leaders or managers.

Content:

The course emphasizes participant involvement using a combination of lecture, discussion, casework and exercises to support and reinforce personal learning.

Topics covered include:

- Transition from worker to supervisor
 - Overcoming anxieties
 - Changing roles and responsibilities
 - Changing your mindset (how you see others and how they see you)
 - Setting the proper example
- Leadership as an essential aspect of management
 - Characteristics of successful leaders
 - How leaders earn the commitment and cooperation of others
- Essential management skills for beginners
 - Supervision and tracking, communication, delegation, coaching, problem solving

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

- Putting your management skills to work
 - Communicating to make a difference (active listening, assertive messages, text communication)
 - Managing time, projects and priorities
 - Influencing employee behaviour (conflict behaviours, etc.)
 - Boosting worker productivity
- Managing yourself
 - Avoiding management pitfalls
 - A manager's "10 Commandments"
 - Your personal growth as a manager

Complimentary Courses:

This course is part of The BRC's "Level I" series of management development courses, and provides a solid foundation for managers wishing to enhance their performance skills. Additional extension courses within Level I include:

- Effective Communication in the Workplace
- Taking Control of Time and Priorities
- Dealing With People (Difficult or Otherwise)

Location:

On-Site

Duration:

1 Day - full course outline

1/2 Day - higher level overview, reduced exercises

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.