

MentorTraining

Corporate computer and soft skills training
Serving the Bay Area since 1987

An Overview of Management

Leadership Series

Description:

Management is an extremely challenging, yet gratifying job. Do you have what it takes to succeed as a manager? Regardless of his/her technical skills, every manager must learn how to get work done through others—and that requires a whole new set of skills. This class provides a skill roadmap that any manager can follow, rather beginner or veteran. Managers will learn key methods to lead a staff to produce results, while changing management styles to fit various situations. If you're a new manager, or one who simply wants more guidance you'll get the answers you need here.

Course Length: One-half day

Who Should Attend: Anyone in management, or those who have supervisory responsibilities (or soon will).

Course Outline:

Unit 1. Five Minute History of Management

Topic A. Command & Control: Where Did It Come From, and When Does It Still Work?

Topic B. Today's Manager, and What Works with Today's Employees

Unit 2. Overview of Management

Topic A. What's Expected of a Supervisor/Manager

Topic B. The Management Mind-Set

Topic C. What Makes a Good Supervisor/Manager

Topic D. Your Primary Responsibilities

Topic E. Encouraging and Rewarding Success

Topic F. Ten Mistakes You Must *Not* Make

Unit 3. Management Truths That Never Get Old

Topic A. Getting the Most Out of Your Staff

Topic B. Motivation 101

Topic C. Ten Ways to Get People to Follow You

Unit 4. Determining Your Management Style

Topic A. Detailed Management Assessment

Topic B. What Kind of Manager Are You?

Topic C. The Task-Relationship Spectrum

Topic D. Situational Leadership: Changing Your Style to Fit Your Staff

Topic E. The Task-Relationship Spectrum

MentorTraining

Corporate computer and soft skills training
Serving the Bay Area since 1987

Unit 5. **The Art of Making Management Decisions**

Topic A. Four Ways of Making Decisions

Topic B. Whom to Involve in Decision-Making

Unit 6. **Experiential Exercises to Learn How to Manage Others**

Topic A. The Impact of Various Management Styles

Topic B. What Styles Work for You?

Unit 7. **Special Cases**

Topic A. Managing Friends or Ex Co-Workers

Topic B. From Technical Contributor to Real Manager

Topic C. Dealing With Employee Resentment

Topic D. Socializing With Employees

Topic E. Selling Employees on Unpopular Policies

Course Prerequisites: None

About the Instructor:

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. He has also authored a full series of managerial soft skills courses, of which *an Overview of Management* is one.