

# First-time Manager

S\$690

2 Days

## About this Course

This course aims to equip first-time managers with practical tools and techniques in management. As a manager, you will find yourself not only accountable for yourself, but responsible for the management of others as well. Should you come across as friendly and approachable, but risk your subordinates taking advantage of your good nature? Or should you keep your distance and let them know whose boss?

To be a competent manager, you have to be effective in various management functions. These include communication, planning, team building, handling conflict, decision making, managing performance and coaching others. You also need to adopt a systematic approach towards managing people.

Through this course, you will have instant access to best practices and techniques of management. In addition, by working with other new managers participating in this course, you will get a unique opportunity to sharpen your managerial skills, update your knowledge and gain valuable insights into everyday management challenges.

## Who is this for

This course is specifically designed and catered to newly appointed supervisors and managers with less than 3 years of managerial experience.



## Day 1

### Overview of Management

- To understand the roles and responsibilities of Managers
- Understand what makes a manager successful
- Explore the various ways to get the support of stakeholders
- Appreciate the importance of gaining the support of stakeholders

### Communication

- To understand the fundamental essentials of communicating with direct reports
- Have knowledge of common first-time manager communication mistakes
- Learn what needs to be communicated to staff and its benefits
- Learn the various communication methods that should be used in a corporate environment
- Learn when to apply the various communication methods

### Team Building

- Understand the key differences between work groups and work teams
- To understand the various stages of team building
- To learn the various functions that a team needs to carry out in order to be effective
- Understand the barriers to team building and how to overcome them

## Day 2

### Conflict Management

- Understand why conflicts arise and the conditions leading to it
- Learn about the elements and stages in the conflict process
- Explore various strategies for conflict management

### Goal Setting and Performance Management

- Learn about the frequently committed first time manager mistakes when it comes to setting goals
- To understand the key principles associated with goal setting and performance management
- Learn how to set clear objectives and goals
- Learn the dos and don'ts of effective performance reviews

### Coaching & Training

- Learn techniques in coaching and giving feedback
- To understand the needs and benefits of training staff
- To understand interpersonal development.
- To learn the concepts of the training cycle



## Bruce Murphy

---

### About the Trainer

---

Bringing over ten years' of multinational work experience working across Sales, Marketing, and Learning and Development functions, Bruce Murphy is responsible for formulating go-to-market strategies and strengthening partnerships and alliances for a Global Technology company.

Born and raised in Singapore, Bruce holds an Honors Degree in Marketing, a Post Graduate Diploma in Training and Development, as well as a MBA from the University of Bradford. He is also a Chartered Marketer - a status granted by the world's largest and most established marketing organization.

Having worked in various local and regional roles, Bruce has honed his skills through the exposure and rigorous certification process of various world-class sales and marketing methodologies. His extensive regional experiences have also given him an opportunity to work with diverse cultures and industries.

Bruce brings to the classroom a wealth of experience and relates training to how it can be applied back in the workplace. He uses a participative and consultative training style and a variety of methods such as exercises, discussions and self-reflection to encourage experimentation, thinking and learning.

**"Good overall view of how to perform and function as a successful manager. Many life and practical examples and case studies."**

**Tiew Chong Ren Simon, Section Manager, Linxens Singapore Pte Ltd**

**"Very good course to refresh and be ready for the role of new manager."**

**Chaiyot Rawekchom, Sales Manager, Kemin Industries (Asia) Pte Ltd**

**"This course is well organized and executed."**

**Angara Raghu Chandra, Manager, Magnequench Neo Powders Pte Ltd**



**Phone:** +65 6636 9772  
**Mobile:** +65 9850 9058  
**Fax:** +65 6636 9613  
**Email:** mail@impresstraining.com  
**Address:** 8 Burn Road, #04-11/12 Trivex Singapore 369977  
(Behind Tai Seng MRT-Circle Line)