

# First-time Manager

S\$690

1 Day

## 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.



## AM Session

### Communication and Goal Setting

Use Effective Communications with your direct reports and develop clear measurements for success

- Learn what should be communicated to staff and its benefits
- Identify the various communication methods that should be used in a corporate environment and how to apply them
- Practice how to set clear and well-defined goals
- Be aware of the dos and don'ts of effective performance reviews

### New Managers Mistakes and Pitfalls

Learn to size up common errors and potential pitfalls of new Managers

- Have knowledge of common first-time manager communication mistakes
- Identify typical first-time manager mistakes when conducting performance reviews
- Practice techniques on how to overcome first-time manager mistakes when it comes to team building
- Learn how to spot and overcome common mistakes in goal setting that are often committed by first time managers

## PM Session

### Time Management and Delegation

Use templates for working schedules and to delegate tasks to direct reports

- Be aware of the potential pitfalls of time management and learn how to overcome them
- Learn how to prioritize tasks while maximizing efficiency
- Practice how to delegate tasks effectively, so as to free up valuable time for strategic initiatives
- Have knowledge of how to delegate tasks to staff, even for those who are resistant to taking on additional responsibilities

### Motivation and Coaching

Inspire and motivate others whilst mentoring others and providing work challenges and enrichment.

- Find out what motivates your staff for better employee engagement
- Identify root causes of demotivation and learn how to overcome them
- Identify skill gaps so as to coach team members for success
- Learn how to conduct an effective coaching session



## Bruce Murphy

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### About the Trainer

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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**



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