



In-Class  
**First-time Manager**

Price  
\$690

Duration  
1-Day

Level  
Open-Entry



## → About this Course

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.

In addition, update your knowledge and gain valuable insights into everyday management challenges. Furthermore, knowing how to effectively manage remote colleagues and stakeholders has become an essential management skill. During the course we will review options to manage remotely and also what tools can be used to optimize schedules in the new 'work from home' area.

### What are the key takeaways I can readily apply?



**Self-awareness and what got you here, and what is needed to be a successful manager vs a team member.**



**Getting to understand your team and how to make them play better individually and together to be more successful.**



**How to manage remotely and ensuring a 'connection' with team members and within the team.**



**Methods to defuse conflicts and understanding the steps in decision making.**

...and more.

## → Who is this course for

Designed and catered to newly appointed supervisors and managers with less than 3 years of managerial experience.



### Michael Nielsen

An experienced manager having lived in various Asian countries including India, China and Singapore. He has worked with multiple Fortune 100 companies as well as set up his own companies in Hong Kong, Denmark and Singapore.

With an Executive MBA from INSEAD as well as one from Tsinghua University which both have given him a strong theoretical toolbox in regard to finance and strategy. Michael completed his undergraduate degree in International Business at Copenhagen Business School in Denmark.

Download Profile



## → Day 1: Morning

### **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

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### **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.

## → Day 1: Afternoon

### **Time Management and Empowerment**

Applying proper time management skills and empower your direct reports by having them draft their own goals.

- 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

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### **Motivation, Wellbeing 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

## → Method of learning

- Group Discussions, Q&A
- Individual & Group Exercises

## → Any Prerequisites?

- No, this course is designed for those with less management experience stepping into the larger world of people and process management.



We look forward to hearing from you.

Register



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**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**



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

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

