

Business

# First-time Manager

Building efficient worksheets to drive better data insights.

**S\$950** / 2 Days

Delivery  
In-Person

Level  
Beginner

## About the Course

Congratulations on your promotion! Or maybe you're gearing up for one? Now, you're facing an exciting challenge: leading a team. Suddenly, responsibilities shift. You're not just accountable for yourself, but for others' performance and wellbeing. This can be confusing. Should you be the friendly team player they walk all over, or the distant authority figure they fear?

This isn't a guessing game. Effective management requires practical tools and techniques. In this high-impact course, we'll equip you with the skills to thrive as a new manager.

Stop worrying about what kind of manager to be - become the confident, effective leader your team needs.

## 3 Takeaways



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 dynamics and leverage individual strengths to enhance overall performance.



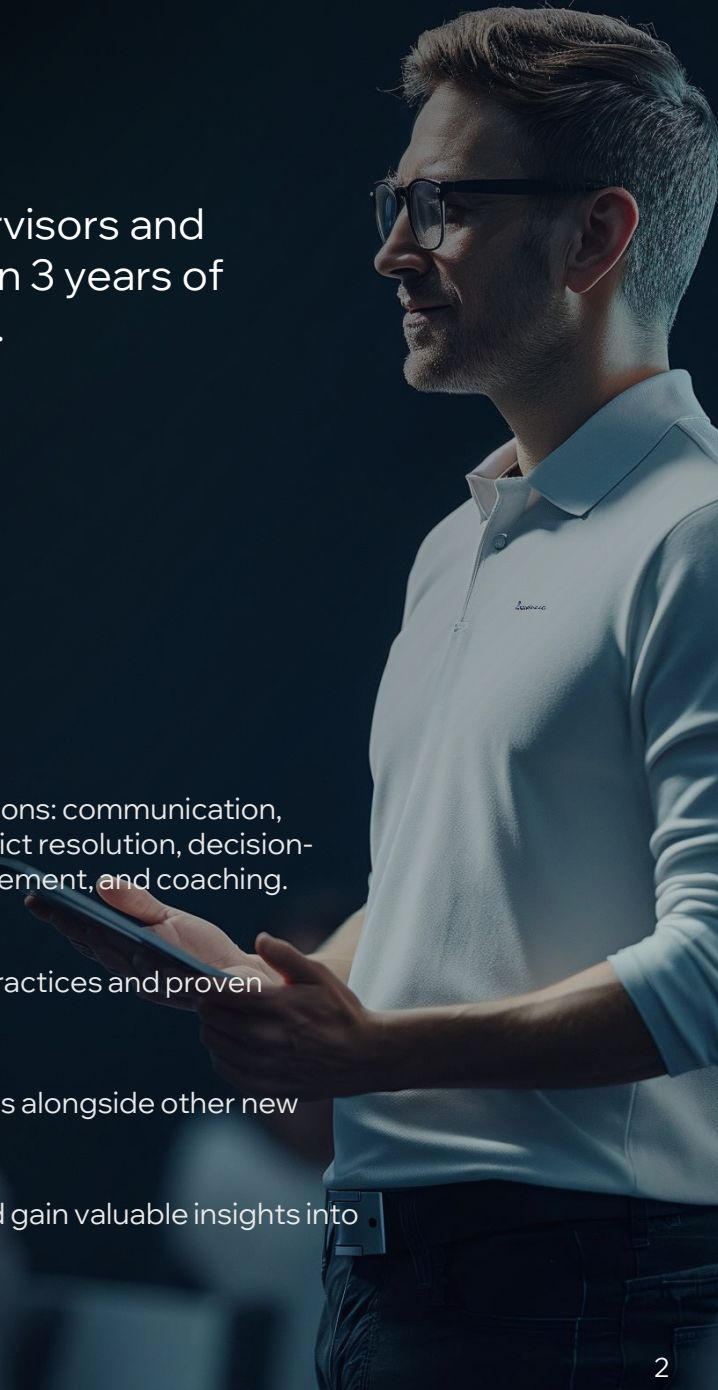
Methods to defuse conflicts and understanding the steps in decision making.

## Who is this course for?

Newly appointed supervisors and managers with less than 3 years of managerial experience.

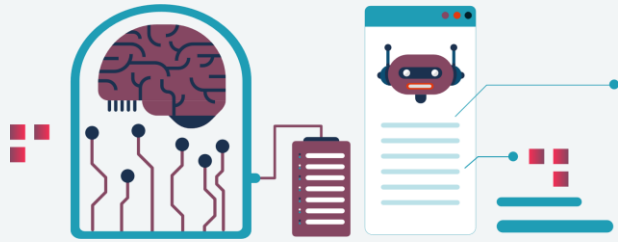
## You'll learn:

- ✓ Essential management functions: communication, planning, team building, conflict resolution, decision-making, performance management, and coaching.
- ✓ Gain instant access to best practices and proven techniques.
- ✓ Develop your managerial skills alongside other new leaders.
- ✓ Sharpen your knowledge and gain valuable insights into real-world challenges.



# Day 1

Here's what you get to learn in this course



Communication and Goal Setting

New Managers Mistakes and Pitfalls

Motivation and Coaching

## Topic 1

### Communication and Goal Setting

This session explores the vital link between effective communication and successful goal setting. Participants will learn how to:

- **Empower your team through collaborative goal setting:** effective communication, and practical tools for scheduling and delegation.
- **Master task prioritization:** overcome time management pitfalls, and delegate confidently, even to reluctant team members.
- **Unlock team potential with expert delegation:** effective communication, collaborative goals, scheduling templates, efficient task prioritization, and confident delegation strategies.

## Topic 2

### New Managers Mistakes and Pitfalls

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

- Empower yourself by learning to recognize common communication, performance review, team building, and goal-setting pitfalls new managers face.
- Avoid communication blunders first-time managers make and master effective feedback techniques for performance reviews.
- Sharpen your team-building skills and overcome common obstacles new managers encounter when fostering team cohesion.
- Identify and rectify goal-setting mistakes often made by first-time managers, ensuring clear and achievable objectives.

## Topic 3

### Motivation and Coaching

One of the most challenging parts of management. Inspire and motivate others (and yourself) whilst mentoring to overcome work challenges and provide enrichment to their knowledge.

- **Ignite engagement and motivation:** Understand what drives your team, overcome demotivators, and identify skill gaps for targeted coaching.
- **Empower through personalized coaching:** Master effective coaching techniques to guide your team members towards success.

# Day 2

Here's what you get to learn in this course



Conflict Resolution and Negotiation Skills

Problem Solving and Decision Making

Building Your Management Brand and Leading Up

## Topic 1

### Conflict Resolution and Negotiation Skills

This module delves into the essential skills of conflict resolution and negotiation, crucial for any first-time manager.

- Master effective communication techniques: explore methods to de-escalate tensions where disagreement begins to occur.
- Explore different conflict styles: learn strategies for facilitating constructive dialogue between conflicting parties.
- Principles and strategies of effective negotiation: including preparation, opening offers, and concessions.
- Key persuasion and influence elements: identify and leverage these to achieve desired negotiation outcomes.

## Topic 2

### Problem Solving and Decision Making

This module focuses on enhancing the decision-making and problem-solving capabilities of new managers. It begins with an overview of the decision-making process, emphasizing the importance of critical thinking and data-driven analysis.

- Apply problem-solving techniques: including root cause analysis, brainstorming, and the use of frameworks like SWOT and PESTLE.
- Develop options: identify and evaluate options and their potential consequences.
- Gain confidence: to make timely and sound decisions under pressure through assessing real-life examples.
- Use data to inform decision-making: enhance critical thinking skills to analyze information effectively before making a call.

## Topic 3

### Building Your Management Brand and Leading Up

This module focuses on developing a personal leadership style and navigating upwards communication with senior management. Participants will explore different leadership styles, identify their strengths, and learn how to project a confident and professional image as a manager.

- Project confidence, professionalism, and strategic thinking to gain respect from senior leaders.
- Build a reputation for reliability, integrity, and effectiveness to inspire trust and respect among colleagues and leaders.
- Clearly and concisely communicate effectively with senior management
- Present ideas persuasively
- Navigate the dynamics of organizational politics

Meet Our Trainer

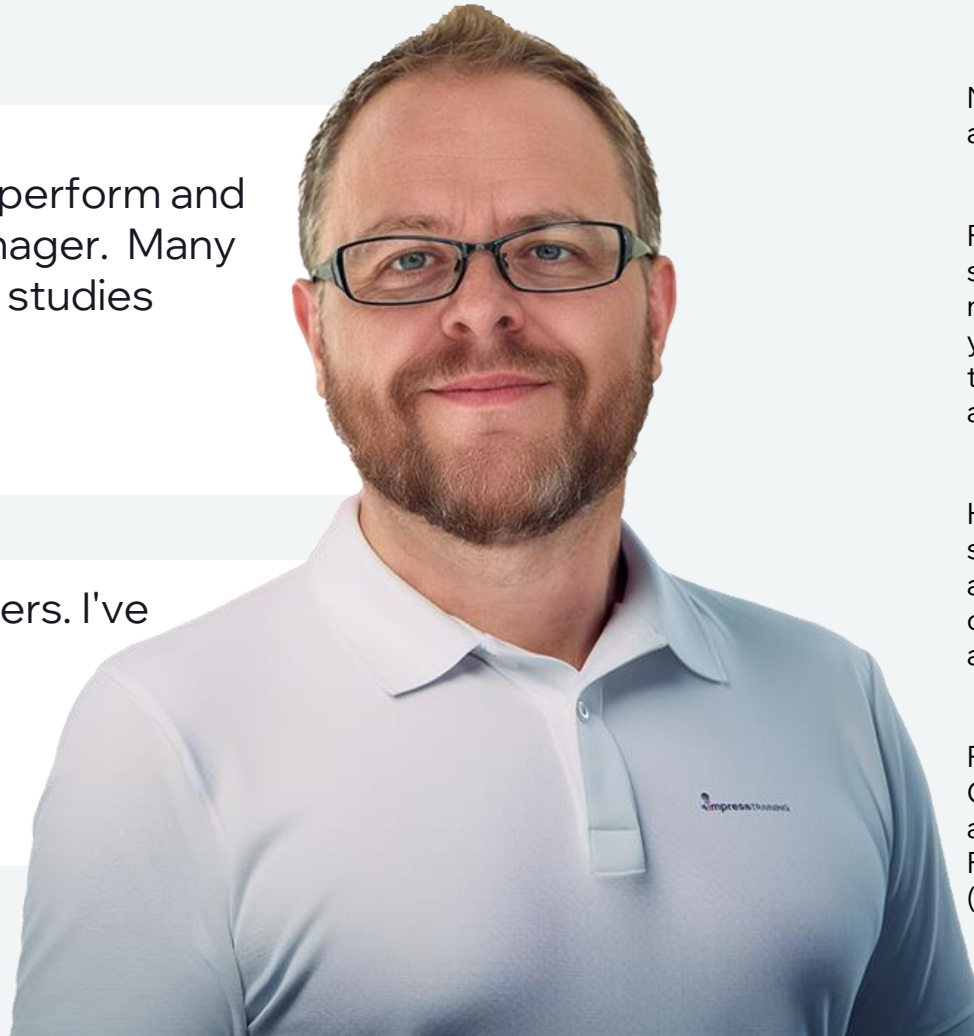
# Neil Mann

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

Simon Tiew, Manager

“ Great course for new managers. I've learnt a lot.

Nina Ang, Assistant Head



Neil Mann is a seasoned leadership, digital innovation, and technology transformation expert.

For the last 20+ years he has held a variety of senior strategic leadership positions globally spanning multinationals to startups, including the last thirteen years across APAC. Regardless of the nature of the tech change, he knows that ultimately success is all about people.

He is a recognised and respected thought-leader, speaker, and trainer - specialising in strategic foresight and anticipating the impact of emerging technologies on organisations; bridging the gap between business and IT.

Previously with Gartner, Neil holds a BSc. (Hons.) in Computer Science, is a Chartered Engineer (C.Eng) and IT Professional (CITP), as well as being awarded Fellowship status of the British Computer Society (FBCS).

# For More Information:

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