AMA2238: Management Skills for New Managers Training

Duration: **4 Day**

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Moving into a management role requires far more than technical expertise. Successful managers know how to motivate people, manage performance, communicate effectively, and create an environment where teams can thrive.

This practical management development course is designed to equip new managers with the essential skills needed to lead confidently and achieve results. Through interactive exercises, role-playing activities, self-assessments, and real-world scenarios, participants learn how to manage performance, coach employees, delegate effectively, and build motivated teams.

By the end of the course, participants will have practical tools and techniques they can immediately apply in their workplace.

Who Should Attend

This course is ideal for:

- Newly appointed managers
- Managers with one to three years of experience
- Team leaders and supervisors
- Professionals preparing for future leadership roles

What You Will Learn

By the end of this course, participants will be able to:

- Understand the responsibilities of an effective manager
- Apply performance management best practices
- Set goals and provide meaningful feedback
- Adapt leadership approaches to different employee needs
- Conduct coaching conversations confidently
- Build a motivating work environment
- Delegate work effectively to support employee development
- Improve team performance and engagement

Training Outline

Module 1: Understanding the Manager’s Role

Topics Covered

- Characteristics of successful managers
- Managerial responsibilities and expectations
- Challenges faced by new managers
- Leadership versus management

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- Developing a managerial mindset

Module 2: Performance Management

Topics Covered

- Purpose of performance management
- Performance management processes
- Common performance challenges
- Managing employee expectations

Practical Applications

- Setting SMART goals
- Delivering effective feedback
- Conducting performance alignment conversations
- Performance self-assessment exercises

Module 3: Leadership and Influencing Others

Applying the SLII® Leadership Model

Participants learn how to adapt their leadership style based on employee development levels and workplace situations.

Topics Covered

- Leadership effectiveness
- Employee development stages
- Situational leadership principles
- Flexibility and adaptability
- Leading diverse teams

Module 4: Communicating with Team Members

Topics Covered

- Conducting effective one-on-one meetings
- Building trust through communication
- Clarifying expectations
- Managing difficult conversations

Practical Activities

- Communication exercises
- Workplace scenarios
- Role-play activities

Module 5: Coaching for Performance

Topics Covered

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- The manager’s role as a coach
- Coaching versus disciplinary action
- Addressing behavioral challenges
- Conducting development-focused discussions

Coaching Techniques

- Core coaching micro-skills
- Two-Minute Challenge method
- AMA GUIDE coaching framework

Module 6: Creating a Motivational Climate

Topics Covered

- Fundamentals of employee motivation
- How managers influence engagement
- Building a positive work culture
- Recognition and development strategies

Practical Applications

- Motivation assessments
- Motivational climate exercises
- Team engagement strategies

Module 7: Delegating for Growth and Development

Topics Covered

- The importance of delegation
- Types of delegation
- Balancing authority and accountability
- Determining what can and cannot be delegated

Delegation Process

- Selecting appropriate tasks
- Setting expectations
- Monitoring progress
- Evaluating outcomes

Practical Activities

- Delegation conversations
- Real-world delegation scenarios

Additional Learning Resources

Participants will also benefit from:

- Performance management self-assessments
- Coaching effectiveness evaluations

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- Delegation practice tools
- Diversity and inclusion awareness exercises
- Business ethics reflection activities
- Motivational climate planning worksheets

Expected Outcomes

Upon completion, participants will be better prepared to lead teams, manage performance, coach employees, delegate effectively, and build a productive work environment that supports both employee growth and organizational success.