



# Essentials of Management

For New Managers  
(Morning Edition)



**8:00 AM - 2:00 PM**  
Followed by Lunch

# Essentials of Management

Get the key skills you need to manage and motivate, to delegate and to become a great all-round manager

## Highlights

- This programme is practical, hands-on and business focused. You learn by using role plays, exercises and tips.
- Learn how to use clear goal setting and professional feedback to manage your team on a daily basis

## Key Competences

- Becoming a great manager
- Delegation strategies
- Coaching skills
- Communication skills
- Motivating your team
- Performance management

## The Right Programme for You

You are a manager with up to 3 years experience and you have a team of 3 or more people. You need to improve your management skills and become a great all-round manager.

New Managers



## Learn, Practice and Use

- **Understand** your management roles and responsibilities
- **Improve** communication with your team & set expectations for you and your direct reports
- **Adapt** your management style to meet the needs of individual team members
- **Communicate** organizational goals that get results
- **Apply** delegation strategies to increase productivity and motivation
- **Use** effective coaching techniques to maximize your team's performance
- **Recognize** different types of work conversations
- **Define** the goals of performance management
- **Understanding** and using the conversational triangle in your management role
- **Practice** delegation discussion in role plays
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

## Practical Information

### Face-to-Face



**3 days**  
**€2,495**

### PMI Certified

The programme is certified by the Project Management Institute® (PMI).  
More information at [mce.eu/pmi](https://mce.eu/pmi)

### Available In-Company

The programme is available as an In-Company solution for your teams.  
More information at [mce.eu/inco](https://mce.eu/inco)

[mce.eu/newmanagers](https://mce.eu/newmanagers) for dates, locations and full programme outline

# Programme Modules

1

## Defining Your Role as a Manager

- Discovering the qualities and abilities required for effective management
- Identifying the roles and responsibilities managers perform
- Exploring the contextual issues and challenges that new managers face today

2

## Continuous Performance Management

- Defining the goal of performance management
- Identifying the process and challenges
- Practicing the skills of performance management

3

## Communication: Conducting Effective Work Conversations

- Describe the importance of communication to effective management
- Recognizing the qualities of effective communication
- Understanding the process of communication & the barriers that can derail it
- Recognizing different types of work conversations
- Identifying the two key conversation skills
- Understanding and utilizing the conversational triangle

4

## Coaching for Performance

- Identifying the importance of and requirements for coaching
- Learning the micro-skills of effective coaching
- Confronting problem behaviours in a tactful manner
- Using the AMA Guide to manage a coaching discussion
- Differentiating between coaching and disciplining

5

## Building a Motivational Climate

- Recognizing the manager's role in employee motivation
- Exploring important elements of the motivational process
- Utilizing managerial practices for building a motivational climate

6

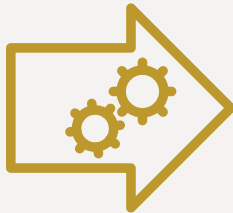
## Delegating for Growth and Development

- Describing the types of delegation that managers can engage in
- Identify the importance of, and the barriers to, effective delegation
- Assessing your current delegation practices and their challenges
- Recognizing what can and can't be delegated
- Identifying the phases of effective delegation
- Practicing delegation discussion



# Learn

the key business skills and knowledge you need for your management role today and tomorrow



# Practice

the skills you learn and get feedback, recommendations and coaching



# Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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