

Management for New Managers

Managing a team is a challenging job we face in the public sector. With the right motivation anyone can make this highly ambitious career move. Majority of new managers are commonly appointed this position based on their talent, knowledge and expertise within a field, rather than the skillset to actually manage staff and management as a whole.

What type of manager are you?

Explore different concepts of management styles to fit you. A good manager requires abilities like; planning, prioritising, delegating and organising work efforts. Primarily driving employees to meet the organisational goals. This online course from our Leadership & Management series will provide you with the training and essential management tools to help you deal with new management responsibilities, such as; conflict, difficult situations and underperformance.

At the Civil Service College, we tailor our courses to each attendee's role and organizations, ensuring that each delegate gets the most out of the training. Our courses and trainers are continuously updated and evaluated to ensure that we are always delivering the best service possible.

Aim

By the end of the course, participants will have a clear understanding of:

1. The transition into management
2. Exploring different management style, and adapting management style to the needs of each individual

3. Communication and interpersonal skills: with clarity and consistency
4. Recognising teams strengths and develop individuals' potential
5. Linking individual effort to team and organizational goals

We have three key principles which govern the design and delivery of the training:

- To actively involve the participants throughout the training
- To enable participants to share their thoughts and experiences
- To allow participants the opportunity to test their new skills

Workshop methods and tools

The course will be delegate-centred and highly participatory. In addition to the multimedia presentation of key information, there will be a range of case studies. This will be augmented by case-in-point analysis and practical exercises facilitated by the trainer. In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** used in order to provide the background of each subject and create discussion and questions
- **Discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and coordinated by the facilitator in order to maintain the focus in the key areas of interest
- **Case studies:** used to facilitate and trigger discussion, as well as allow external benchmarking so as to achieve competitiveness
- **Role play:** role play will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

Sample programme

Agenda

10.00 **Welcome and Introductions**

Being a good manager

- The transition into management
- Group discussion on qualities of a good manager
- What type of managers do you aspire to become?

Developing your management style (part 1)

- Exploring different management style, and adapting management style to the needs of each individual
- Communication and interpersonal skills: with clarity and consistency
- Making a decision: taking risk and ownership

Refreshment Break

Developing your management style (part 2)

- Building your emotional intelligence
- Understanding your emotional responses and their impact on others
- Managing and controlling your emotions

Lunch

Getting the most out of your team

- Recognising your team strengths and develop individuals' potential
- Effective delegation
- Linking individual effort to team and organisational goals
- Managing underperformance
- Bringing organisational policies and procedures to life: being consistent, fair and flexible

Refreshment Break

Dealing with difficult issues

- Piggy in the middle – stuck between the expectations of the employees you manage and the demands of your own senior managers
- Dealing with grievances
- When is the right time to ask a manager or HR section for help?

16.00 Close