

Essential Management Skills

Enable your transition to the manager role



“ This seminar gave me an excellent overview of what is required to be a manager. The real-world examples and peer discussions throughout the course were a big plus.

”

Jonathan Kelly - Julien Inc.

OVERVIEW

This program is an essential must for new or developing managers who wish to acquire successful practices in managing people and handling on-the-job challenges. You will gain a comprehensive understanding of what makes an effective manager, from developing positive relationships, exercising team leadership and motivating people to setting performance expectations and coaching staff to empower growth.

This flagship course boasts thousands of graduates and is a compulsory training step for recently appointed managers in many organizations.

KEY BENEFITS & TAKEAWAYS

- Develop a broad understanding of managerial concepts, techniques and decision-making skills
- Practice implementing the key functions of a manager through hands-on exercises
- Increase your ability to motivate and engage others
- Examine proven tools to set and manage performance expectations
- Learn to create and maintain effective collaboration and teamwork
- Discover ways to work through difficult conversations and discipline issues

WHO SHOULD ATTEND?

This seminar is designed for all newly appointed managers, supervisors or project leaders as well as those with up to five years of management experience. It is particularly helpful to professionals with several years of technical expertise who have been promoted into management or team leader positions. The concepts and examples are relevant to all functional areas including finance, production, marketing, sales, human resources and information technology.

PROGRAM IN DETAIL

The approach to learning is highly interactive with a blend of best practices, principles and skills that can be immediately applied on the job. Decision-making exercises, role play and other action-based learning activities are designed to help you discover the most effective approaches to management, teamwork and leadership. The three-member faculty team bring real world business experience and keep content fresh and current with managerial techniques that respond to today's challenging work environment.

Key Themes covered over the duration of the program include:

DAY ONE

Managing Versus Leading

- Program introduction
- The role of management
- The transition from doing to managing
- Leadership: Opportunities for future growth
- Workplace trends and challenges facing managers

Communicating Effectively

- Defining the principles of effective communication
- Communicating with diplomacy, tact and credibility
- Identifying and flexing your communication style (self-assessment)
- Applying effective communication strategies and techniques

DAY TWO

Managing Engagement

- Identifying the needs of a diverse workforce
- Understanding the factors that influence retention and increase engagement
- Applying effective talent management strategies to the different generations at work
- Sharing best practices of innovative and productive workplaces

Building Collaboration and Teamwork

- Creating relationships based on trust, collaboration and accountability
- Guiding individuals to work towards a common goal
- Dealing with the barriers to effective teamwork
- Getting your teams to become self-directed and autonomous
- Evaluating team performance

DAY THREE

Managing for Performance and Results

- Planning for performance
- Aligning objectives with your company's business goals
- Establishing performance standards
- Developing performance objectives and work plans
- Monitoring and reviewing results
- Providing feedback
- Diagnosing and dealing with performance gaps and taking corrective action

Seminar Wrap-up: Implementing your Personal Development Plan

- Technologies for giving and receiving feedback
- Interacting with a diverse and dispersed workforce



Faculty and Learning Approach

As an integral part of McGill's Desautels Faculty of Management, the Institute's faculty team is comprised of McGill University professors and lecturers as well as highly-rated academic and business experts from around the world.

Please visit our website to review the complete faculty team assigned to this program.