

Unleash
your potential

Essential Management Skills – Online

Enable your transition to a
management role



McGill

Executive
Institute

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Program Overview

This program is essential for new and developing managers who wish to acquire best practices for success 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 or 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

- 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 build 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' management experience. It is particularly helpful to professionals with several years' technical expertise who have been promoted to management or team-leader positions. The concepts and examples are relevant to all functional areas.

More information at executive.mcgill.ca

What is included?

The registration fee includes facilitation by our highly rated faculty members, a comprehensive digital workbook, results-oriented exercises, and a **certificate of completion** from the McGill Executive Institute.



Key Themes

Managing vs. Leading

- Program introduction
- Role of management
- Transition from doing to managing
- Leadership – opportunities for future growth
- Workplace trends and challenges facing managers

Communicating Effectively

- Define the principles of effective communication
- Communicate with diplomacy, tact, and credibility
- Identify and flex your communication style (self-assessment)
- Apply effective communication strategies and techniques

Managing Engagement

- Identify the needs of a diverse workforce
- Understand factors that influence retention and increase engagement
- Apply effective talent management strategies on a multi-generational level
- Share best practices of innovative and productive workplaces

Building Collaboration and Teamwork

- Create relationships based on trust, collaboration, and accountability
- Guide individuals to work toward a common goal
- Deal with barriers to effective teamwork
- Help your teams to become self-directed and autonomous
- Evaluate team performance

Managing for Performance and Results

- Plan for performance
- Align objectives with your company's business goals
- Establish performance standards
- Develop performance objectives and work plans
- Monitor and review results
- Provide feedback
- Diagnose and deal with performance gaps; take corrective action

Seminar Wrap-up – Implementing Your Personal Development Plan

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