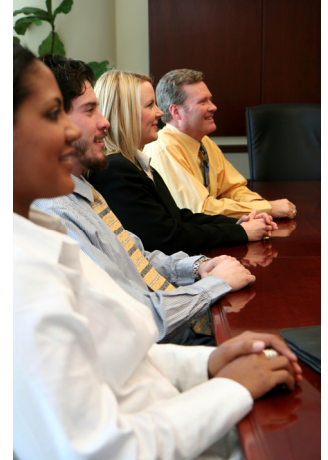


Course Description

So You Want to Be a Manager AMS276

Overview

This program was designed to make new and seasoned managers aware of the unspoken tricks and mine fields of managing in today's fast-paced environments. Most people aspire to a role in management until faced with their first ethical or personal dilemma! Understanding the roles, responsibilities and assumed guidelines of managing friends and former associates can challenge even the most grounded individual. This program takes a street-wise view of management and shares the most important skills required of today's mid-level and senior managers.



Learning Objectives

- Exploring the dilemma of choosing between friendship and fiduciary responsibility
- Understanding the difference between delegation and abdication
- Mastering the art of maintaining a management relationship with your reports
- Understanding the culture mores and how they impact your role as manager
- Leading by example
- Maintaining the 3D's: Distance, Documentation & Discipline
- EQ vs. IQ and how it impacts your management style
- Exploring the 3 R's of management: Resilience, Relationship & Responsibility

Format

This course is highly interactive and adaptive to participants' interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Duration

One day

Delivery Options

Who Should Attend

Supervisors, managers and other staff.