

# First Time Manager

A one day programme for new managers

## Learning Objectives

At the end of the programme you will understand and know:

- your key responsibilities as a Manager;
- how to create the right climate for a committed workforce;
- how to vary your Management style to get the best out of people;
- how to set targets, monitor progress and give effective performance feedback;
- how to delegate successfully in the team.

## Course Programme

0915

**Assemble and Coffee**

0930

**Introductions and Course Objectives**

The responsibilities and skills of the Manager  
Typical challenges ahead

Managing People - case study

Adapting your management style - exercise  
Directing, Coaching, Supporting, Delegating

Lunch

Delegating tasks - case study  
Effective delegation

Performance management in action:

- Setting stretching goals
- Planning how to achieve them
- Monitoring performance

Giving effective performance feedback

1630

**Review and action plans**  
**Evaluation and close**