Managing Made Easy

**Course Overview**

Managing others is a challenge. It always has been, and it always will be. If you are lucky, you have worked for a fabulous manager. Someone who was fair, competent, pleasant, and understood how to create a motivating work environment for his employees. Great managers are fabulous role models for their employees. Unfortunately, not everyone who is in a management position, is good at managing others. There is a difference between management and leadership. Managers do things right; leaders do the right things. This workbook is about management development.

There are a variety of reasons people end up in management positions.

* They took a test, scored well on the test and received a promotion to manager/boss.
* They were born into the family business.
* They were a fabulous individual contributor, so they received a promotion to manager.
* There was no one else available to take the management job.
* They received an MBA and were hired to manage.

Rarely does a person get promoted to a management position because he/she has fabulous management skills. Most managers learn how to become effective managers while they are on the job gaining experience and making mistakes.

**Program objectives**

At the program's conclusion, participants will be able to:

• Explain what a supervisor is and is not.

• Be a role model for effective communication.

• Effectively manage time.

• Delegate with confidence.

• Deliver a business presentation with confidence.

• Set SMART goals for their employees to work toward.

• Coach employees to improve performance.

• Resolve workplace conflict.

• Create a motivating work environment for employees.

• Effectively facilitate meetings.

• Manage multigenerational work teams.

• Avoid any behavior that is perceived as harassment.

**Format**

2 days