

**First Time Manager Workshop**

" A manager is not a person who can do the work better than his men; he is a person who can get his men to do the work better than he can.” – Frederick W. Smith



First Time Manager Workshop

Duration: 2 Days

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* First time Managers
* Early Team Managers
* Supervisors
* Individual Contributors to be promoted as Managers

Workshop Objectives

* Understanding Managerial Effectiveness
* Attitude being an effective manager
* Qualities of an Effective Manager
* Setting SMART Goals
* Impactful Team Communication
* Building Dream Teams
* Nurturing Teams- Coaching
* Delegation
* Motivating & Appreciating the Team
* Giving Constructive Feedback
* Time Management- Leveraging Time by Prioritizing

Workshop Outline

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| **Day 1** | | |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:15 AM | **What’s In It for Me** • Workshop Intro & Agenda • Ground Rules • Icebreaker • Facilitator Intro • Participant Intro & Expectations |
| 2 | 10:15- 10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30- 11:15 AM | **Understanding Managerial Effectiveness**  • Understanding Managerial Effectiveness • Why First Time Manager  • Benefits of a Great Manager- Self  • Benefits of a Great Manager to Organisation  • Challenges Faced by a Manager  • Managerial Ladder |
| 4 | 11:15 – 11:30 AM | **First Tea Break** |
| 5 | 11:30 – 12:30 PM | **Qualities of being an Effective manager- 7C’s** • Competence  • Credibility- Ownership • Care & Connect-Team • Communication  • Courage & Commitment  • Credit  • Check |
| 6 | 12:30 – 1:15 PM | **Setting SMART Goals** • Competence  • Credibility- Ownership • Care & Connect-Team • Communication  • Commitment & Courage  • Credit |
| 7 | 1:15 – 2:00 PM | **Lunch Break** |
| 8 | 2:00 - 2:15 PM | **Energiser** |
| 9 | 2:15- 3:00 PM | **Making Communication Fool proof** • Applying LADR Model • Listening Actively • Asking Questions • Doubts Clarify • Reconfirm |
| 10 | 3:00- 3:45 PM | **Team Communication** • Modes of Communication (Passive, Aggressive & Assertive) • Understand Assertive communication • Following an Assertive communication style • Empathising with the team members |
| 11 | 3:45 - 4:00 PM | **Second Tea Break** |
| 12 | 4:00 - 4:45 PM | **Delegation-Building Equal Shoulders** • Understanding Delegation • Why Manager’s Don’t Delegate • RELAY Model for Effective Delegation • Tips for Effective Delegation |
| 13 | 4:45- 5:00 PM | **Recap of Day 1** |
| 14 | 5:00 - 5:30 PM | **Closing** • Q& A • Closing Video  • Homework for day 2 (Optional) |
| **Day 2** | | |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:00 AM | **What’s In It for Me** • Recap of Day 1-Activity • Agenda |
| 2 | 10:00- 11:00 AM | **Building Dream Teams** • Understanding Teams • Team Building Stages -Tuckman model • Norming to Adjourning   * Challenges in building Dream Teams * Building Trust in your team |
| 3 | 11:00 -11:15 AM | **First Tea Break** |
| 4 | 11:15 - 12:15 PM | **Motivating & Appreciating the Team** • Why appreciate • Appreciation Model  • Specific & Timely Appreciation • Genuinely appreciate • How the teams get Motivated • Top Motivators and Detractors for the team |
| 5 | 12:15 - 1:00 PM | **Giving Constructive Feedback** • Understanding constructive Feedback • What to give feedback on? (Specific Vs Concise) • When to give feedback? (Time) • How to give feedback effectively? (Task Vs Behaviour) • Feedback tools. |
| 6 | 1:00 - 1:45 PM | **Lunch Break** |
| 7 | 1:45 - 2:00 PM | **Energiser** |
| 8 | 2:00 – 3:00 PM | **Developing your team -Coaching.** • Coaching- a tool for Team development • Do’s and Don’ts of Coaching  • GROW Model of coaching • Essentials of Coaching – (Asking Questions & Active listening) |
| 9 | 3:00 – 4:00 PM | **Time Management- Leveraging Time by Prioritizing** • Time Management or self-Management • Prioritising the Tasks • Prioritising Tool-Urgent Important Matrix • Organising the Day- Maintaining Daily diary  • How to maintain your Diary or Organizer? |
| 10 | 4:00 - 4:15 PM | **Second Tea Break** |
| 11 | 4: 15 - 4:30 PM | **Recap Day 1 & 2** |
| 12 | 4:30 - 4:45 PM | **Post Training Assessment** |
| 13 | 4:45 -5:30 PM | **Closing** • Feedback forms • Q& A (If any) • Closing Video (If any) • Group Photo |

\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client. \*