



# MANAGER MANAGEMENT

2 DAYS WORKSHOP



With this workshop you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

## WORKSHOP OBJECTIVES

- ☛ Welcome and orientate new managers
- ☛ Learn ways to successfully coach and mentor
- ☛ Learn ways to measure and evaluate performance
- ☛ How to handle complications
- ☛ Communicate between employees and their managers

COURSE OUTLINE >>>

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## COURSE OUTLINE

### MODULE 1 Getting Started

- Workshop Objectives

### MODULE 2 Grooming a New Manager

- Set Specific Goals
- Authority (What They Can and Can't Do)
- Create a Shared Vision
- The More They Learn, the More Responsibility They Get
- Case Study
- Module Two: Review Questions

### MODULE 3 Coaching and Mentoring (I)

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Module Three: Review Questions

### MODULE 4 Coaching and Mentoring (II)

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Build Ownership
- 360 Degree Feedback
- Case Study
- Module Four: Review Questions

### MODULE 5 Measuring Performance

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Five: Review Questions

### MODULE 6 Motivating Managers

- Provide the Needed Resources
- Bonuses and Incentives
- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Six: Review Questions

### MODULE 7 Signs of Poor Management

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Seven: Review Questions

### MODULE 8 Trust Your Team of Managers

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, But Verify
- Case Study
- Module Eight: Review Questions

### MODULE 9 When an Employee Complains About Their Manager

- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Module Nine: Review Questions

### MODULE 10 When Do You Step In?

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

### MODULE 11 Remember These Basic Qualities

- Express Confidence in Their Abilities
- Practice What You Preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Module Eleven: Review Questions

### MODULE 12 Wrapping Up

- Words from the Wise

## CONTACT US



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