

THE FIRST TIME MANAGER

Introduction

3C recognises that first time managers need specific skills to help them make the transition from team member to team manager. First time managers do a lot of work themselves, yet it is essential that they also focus on building their ability to manage themselves and lead their team.

Who will benefit: First time managers and team leaders

Duration: Two-days – one week apart

No. of delegates: Up to 10 delegates

Optional value-add services

- Phone coaching for each delegate between sessions encourages the delegates to practise skills and discuss problem areas
- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value

"I've noticed a real difference in my team's approach. We are now achieving much more with the same resources"

Andy Lambourne, Programme Manager,
Pharos Communications

Programme content

Self management

- Managing your time – urgent vs. important and managing emails
- Dealing with interruptions
- Setting goals for yourself
- Planning your work

Team management

- Communicating with your team
- Motivation
- Setting team goals
- Giving feedback
- Handling poor performance

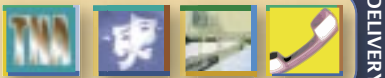
Delivering results

- Leading as well as doing – how to get the balance right
- Reporting and communicating with your manager
- Techniques for handling problems

Benefits

Delegates will be able to:

- effectively manage their time and develop personal action plans
- understand how best to communicate with their team to ensure goals are achieved
- distribute goals to ensure the whole team are working in the most efficient way possible
- deal with daily problems and know when to escalate issues
- lead as well as do



DELIVERY

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