



THE NEW MANAGER

Moving into the role of a new manager can be a particularly daunting task for even the most seasoned professional.

This comprehensive New Manager soft skills training module provides invaluable information for not only the new manager but also for existing managers wishing to refresh their knowledge and skills.

Within this training module participants will learn about:

- ✓ **Management & the Organization**
 - What is an Organization?
 - What is Management?
- ✓ **Key Organizational Concepts**
 - Division of Labour
 - Configuration
 - Organizational Chart
 - Span of Control
 - Administrative Hierarchy
- ✓ **Four Underlying Dimensions**
 - Structuring of Activities
 - Line Control of the Workforce
 - Concentration of Authority
 - Supportive Component
- ✓ **Evolution of Management Thought**
 - Scientific Management
 - Hawthorne Studies
 - Organizational Behaviour
 - Classical Organizational Theory
 - Human Relations
- ✓ **Management Functions and Roles**
 - Planning
 - Leading
 - Interpersonal
 - Informational
 - Organizing
 - Controlling
 - Decisional
- ✓ **The New Manager**
 - Drivers for Change
 - Strategist
 - Change Leader
 - Problem Solver
 - 20th vs. 21st Century
 - Organizational Ambassador
 - Team Player
- ✓ **High Performance Competencies**

THE ART OF
COMMUNICATION

This is a 2 day interactive workshop.
The course is designed for 6-15 delegates per session.