

American Management Association's Making the Transition to Management

Learning Objectives

- Define Multiple Roles and Responsibilities of a Manager
- Recognize Behaviors and Styles Used By Oneself and Others
- Use Communication Skills to Build Effective Relationships
- Prioritize and Organize Work to Align with Business Needs and Resources

Adopting a Management Mindset

- Recognize Challenges and Opportunities That New Managers Face
- Identify Expectations of Others—Your Boss, Subordinates, Peers, Clients, Etc.
- Define Manager Roles and Responsibilities
- Assess Confidence in Demonstrating Management Competencies
- Determine Appropriate Methods to Manage Boss Relationships

Develop Strategies to Build Effective Relationships

- Identify Your DiSC[®] Style
- Identify the Styles of Others
- Recognize the Contributions and Challenges of Different Styles
- Describe Foundation Skills for Managers to Communicate Effectively
- Identify Communication Approaches to Flex with Different Styles and Situations

Getting Work Done

- Use a Structured Approach to Plan and Organize Work
- Identify Management Expectations for a Work Assignment
- Apply Methods to Set Priorities
- Apply Solutions to Management Challenges