Classroom Course Description

Basic Management Skills: Your Management Role

Who Should Attend:
This course is designed for new supervisory/management employees and can be considered (along with the other two scheduled "basic management skills" courses) as part of the new supervisor/manager orientation program. These three courses are also available online through SkillSoft. Experienced supervisors/managers are also encouraged to attend as a refresher.

Course Objectives:
- Apply basic management principles in your role as manager.
- Recognize the need for developing a vision.
- Identify effective techniques to manage people.
- Distinguish how managers create their own trust dynamics by their words, actions and commitments.
- Determine the most efficient management style when managing subordinates.

Course Content:
1. Would I Follow Me? – The success and failures of a manager.
2. Guidelines for managing people.
3. The significance of creating a vision for your unit.
4. Establishing a rapport with your team by building trust and respect.

Delivery Format:
- Mini Lecture
- Group exercises
- Brief Vignette
- Discussions