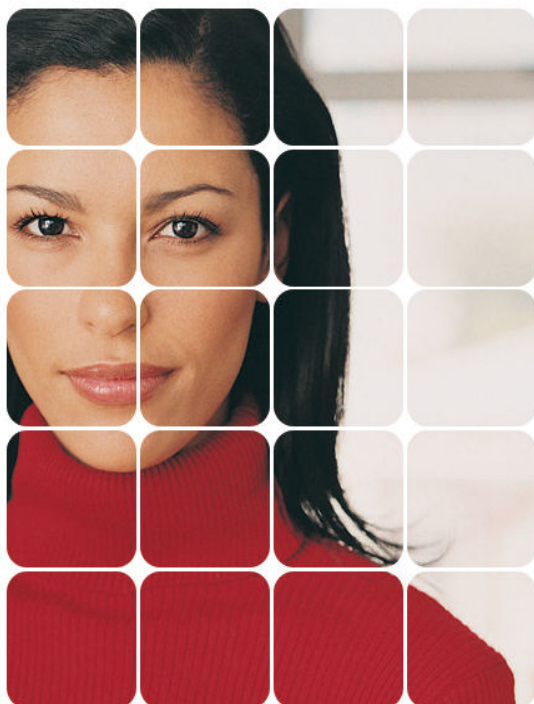


**CORPORATE**

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PRODUCT/SERVICE INFORMATION

## **CAREER MODULE PROGRAM**



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### **Management Skills for First Time Managers (Code: INCM104)**

#### **INTRODUCTION**

So what exactly is a new manager supposed to do? Very often you are promoted based on your current skillsets for a job well done with an expectation that you can perform at the next level. The focus of the program is on the practical element of the role(s) that awaits first time managers and how to work with direct report and employees to build a productive business unit.

#### **WHO SHOULD ATTEND**

Management graduates and professionals who are going to be/are first time managers in their respective assignments/ organisations.

#### **LEARNING OUTCOMES**

At the end of the program, the participants will be able to:

1. Understand & apply basic principles and functions of management
2. Deal with direct reports effectively through delegation
3. Communicate effectively with direct reports and departments
4. Develop a work ethic of development, motivation and coaching

#### **COURSE OUTLINE**

1. Communicating with your new staff
  - Why communicate and what to communicate?
  - The communication process
  - Factors that create barriers to communication
  - Why goals are important and setting SMART goals
  - Performance measurement
2. Conducting effective meetings
  - Common problems of meetings
  - Before the meeting- General
  - Assigning duties and setting the Agenda
  - Functions of the Chairperson/How to handle participants
  - After the meeting- Minutes
3. Delegation
  - Getting the balance right
  - What tasks can be delegated? Why should you delegate?
  - What should never be delegated?
  - Making delegation successful
4. Motivation
  - Where motivation originates?
  - Motivational factors and hygiene factors
  - Motivational themes put to use
5. Work-Life Balance
  - What external activities can be participated in?
  - Why balance is necessary and what can be implemented

#### **PROGRAM DURATION**

40 hours.