

# Classroom Course Description

## Thinking About Management

**Who Should Attend:** This course is specifically designed for those employees who do not have any management and/or supervisory experience; and are interested in seeking basic knowledge about effective management practices.

### **Course Objectives:**

- Discuss the basic principles of management.
- Describe the pitfalls of being a new manager.
- Determine how trust and respect are the foundation of leadership.
- Recognize how leadership encompasses managing a diverse workforce.
- Discuss key attributes of an effective manager.
- Utilize basic principles that will help you in growing towards your greatest potential.

### **Course Content:**

1. Discuss how the Five Core Management Functions are the framework on which to build success.
2. Statistics have shown that too many managers have acquired their leadership skills by trial and error. As a successful manager, participants will be able to determine some common pitfalls to avoid.
3. As a prospective manager it's important to successfully lead your team through challenging situations. Instead of putting out the fires, learn how important it is to coach and develop people. Participants will be able to describe how they would handle specific situations through a case study.
4. Jim Kouzes was quoted as saying: "The more you engage in learning, the more successful you are in leading." Participants will learn four principles that will help them in growing towards their full potential.
5. In order to deal with all issues of a multicultural workforce, perspective managers must first understand their own strengths and weaknesses.

### **Delivery Format:**

- Mini Lecture
- Group exercises
- Case Study
- Guided Discussion
- Vignettes