RAINMAKER**THINKING**®

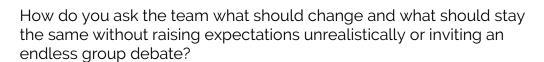# BUILDING NEW LEADERS: CRITICAL SKILLS FOR FIRST TIME MANAGERS

Every day, people move into positions of supervisory responsibility and leadership because they are very good at their jobs, they've shown a commitment to the organization, or they've shown maturity and the ability to take on more responsibility. These new roles often involve responsibility for other people. **New leaders usually get some quick lessons in doing some new paperwork. But too often, nobody ever teaches them how to do the people work.**

Every new leader must go through the challenging process of assuming authority, establishing communication with direct reports, and managing workflow. This is especially daunting for those who are younger and less experienced.

How do you introduce yourself as a strong new leader without being "the new sheriff in town?"

How do you project the right amount of humility without soft-pedaling your authority?

How do you ask the team what should change and what should stay the same without raising expectations unrealistically or inviting an endless group debate?

How do you quickly asses the individual members of the team?

In this program, Bruce Tulgan draws on decades of research, sharing real stories of helping new leaders stand up in their roles and thrive. Blending humor, insight, and concrete best-practices, Bruce introduces new leaders to the "take charge by learning" approach to standing up as a leader and gaining the tools to be a successful manager.

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PARTICIPANTS WILL LEARN:

- How to take on and carry out supervisory, management, and leadership responsibilities
- The fundamentals of highly-engaged management
- How to build relationships of trust so they are not just managing their direct reports but truly leading them
- How to continually cultivate and improve their management skills

TECHNIQUES AND BEST PRACTICES FOR:

- Conducting regular, ongoing, one-on-one meetings with direct reports and senior leadership
- Talking like a performance coach, communicating expectations clearly, and establishing authority as a new leader
- Adjusting management practices to fit the strengths, weaknesses, and personality of each direct report
- Effectively monitoring, measuring, and documenting performance
- Creating "real accountability" based on performance
- Addressing and solving employee problems such as issues with productivity, performance, and personal behavior