

The University of Toledo
College of Business Administration
Executive Center for Global Competitiveness

FIRST TIME MANAGER

Program Overview

The knowledge and skills needed for success as a manager are different than those that are often the cause for getting promoted into a manager's role. For transitioning effectively into a management position, a fundamental shift is required from doing things to getting things accomplished through and with others. Technical skills remain important, but people skills, or the "soft skills" as they are called, become paramount.

The first year as a manager is a pivotal one for personal and leadership development. Getting grounded in some basic "do's" and "don'ts" for the first-time manager is a positive factor for achieving some early and long-term wins as a leader.

Who Should Attend

This seminar is intended for first time managers who would like to make a smooth transition into a management role. Participants attending this seminar will already have demonstrated leadership skills but through this seminar they will acquire practical knowledge in how to manage successfully and effectively from the beginning in their new role.

Program Objectives

This program will help participants:

- Identify the difference in roles from doing to managing and leading
- Assess their own leadership style - strengths and development areas
- Get to know their people without compromising their own legitimate authority
- Ask tough questions to keep people on their toes and to keep themselves informed
- Provide clear work directions
- Give positive and corrective feedback
- Keep the ball in the employees' court for solving their own problems
- Delegate for results
- Earn credibility and trust
- Partner with employees for their success

Program Topics

- Knowing when to be hands on, hands off, and varying degrees in-between
- Understanding your development as a manager as one of your key accountabilities
- Selecting your "personal board of directors"
- Recognizing a "can't do" from a "won't do" problem
- Identifying and correcting performance problems
- Keeping your manager informed
- Running effective meetings
- Conducting effective performance appraisals
- Tapping collective problem-solving skills of a team
- Accelerating the understanding of expectations by both manager and the team
- Making good use of organizational resources
- Communicating the organization's mission, vision and values to employees
- Developing strategic alliances inside and outside the organization

About the Instructor

Mike McCartney is an Adjunct Faculty in the College of Business Administration at The University of Toledo. He has helped organizations large and small leverage the human side of high performance, in the spirit of their mission, vision and values. Mike's expertise is helping senior leadership and mid-management teams optimize their collective talent to execute strategy and achieve goals. His communication and facilitation skills are based on careful listening and a keen sense for group dynamics. As a keynote speaker, Mike is engaging and entertaining, wrapping his content around your core message, so people leave with new insights, an upbeat feeling about their organization, and a bias for taking action. Mike's background includes a 27 year career with The Andersons, a Fortune 1000 corporation, where he directed its organization and leadership development. He holds a degree from Ohio State University and numerous certifications.

*If you wish to tailor this program for onsite training at your company,
please contact Carrie Herr, the Director of ECGC,
by calling 419-724-2591
or via email at carrie.herr@utoledo.edu.*