

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

MAKING THE TRANSITION TO MANAGEMENT

Program Overview

If you have employees who just moved into or are ready to assume their first management positions, you know that potential is not enough. They will need to develop the skills and view points of effective managers—and demonstrate to others that they possess them. This seminar gives participants specific strategies to help them in their move upward and to help them be successful once they have arrived. It also shows them how to serve as the supporting link between the organization and various team members. Attendees will learn to make decisions with confidence, to lead others, and to work better with people.

Program Objectives

During this seminar, participants will learn how to:

- Define the managerial role and their place in it
- Identify and avoid the numerous, common pitfalls that threaten new managers
- Set performance standards and job expectations
- Write realistic job descriptions
- Interview and then select new employees
- Orient new employees and give constructive feedback
- Conduct effective performance appraisals
- Coach, discipline, and terminate employees
- Handle two-way delegation
- Develop strategies for making their move upward

Program Agenda

- The roles and responsibilities of a manager
- Manager vs. doer—how to resist the “I can do it faster than I can explain it” temptation
- How to manage former peers, friends, and people who want your job
- Getting the most stubborn people to buy into standards and job expectations
- An 11-point checklist to help you write job descriptions with ease
- Tips for screening resumes and interviewing effectively
- What to do with a brand-new hire—a step-by-step guide to getting a rookie up and running
- 5 steps to becoming a respected coach—what your people need to hear and how to say it
- The 3-phase performance process
- “You’re fired”—9 steps to ensure a calm, clean break
- How to “grow” your people by feeding them the right assignments
- 6 tasks you should never hand off to others
- Reverse delegation—what it is, the damage it can do, and how to guard against it
- How to enhance your promotional potential

About the Instructor

Debra A. Smith is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance.

Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

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.

Consider our other professional development programs to create a more complete management development curriculum for your employees, such as *Managing in Today’s Changing Environment*, *Getting Results*, *Project Management*, or *Effective Business Writing*.