Essential Management Skills for Emerging Leaders at the Workplace

Course Overview: Introductory Version
THE MANAGEMENT SKILLS YOU NEED TO LEAD YOUR TEAM

Essential Management Skills
The Essential management skills for emerging leaders at the workplace course, is designed to provide a comprehensive understanding of what makes an effective manager; from cultivating relationships, exercising team leadership and motivating people to setting performance expectations and coaching staff to empower growth. During the training, participants will be provided with the core skills and behaviors required to be an outstanding manager in any industry or business sector and particularly in the service and hospitality industry. Managing the process and workload is just not enough nowadays. Instead, the contemporary manager needs to be able to motivate their team, be able to manage change, deal with difficult people, manage performance, they need to be able to coach and develop their staff – the list goes on! After having attended this workshop you will go back to the workplace with a toolbox full of management skills that you can use to guarantee your success in managing yourself and others in driving high performance and achieving optimum results.
Functions Of Management
Key Traits of Great Managers
### Employee-cited qualities and competencies of great managers

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<thead>
<tr>
<th>PERSONAL CHARACTERISTICS</th>
<th>RELATIONSHIP QUALITIES</th>
<th>BUSINESS CHARACTERISTICS</th>
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<td>2. Approachability</td>
<td>2. Helpful</td>
<td>2. Leadership</td>
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<td>5. Flexibility</td>
<td>5. Motivating</td>
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<td>6. Caring</td>
<td>6. Consistent</td>
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<td>7. Integrity</td>
<td>7. Inspirational/mentoring</td>
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<td>8. Reliability</td>
<td>8. Confidential</td>
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<td>9. Confidence</td>
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<td>10. Ethics</td>
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Source: Great Place to Work®, 2015, Population Survey [data file]
Exploring the Managerial Potential
Managerial Capability

- Succession Planning
- Leadership
- Decision Making
- Governance & Structure
- People Development
Shaping the Working Culture

CORE VALUES

GOALS  TEAMWORK  CUSTOMERS  TRUST
Elements of an Envious Workplace Culture:

- Inspiring Surroundings
- "I want to work there"
- Visible, Inspiring Leadership
- Effective, Positive Management
- Empowered Decision-Making
- Day-to-Day Communication
- Team Dynamics
- Day-to-Day Communication
- Empowered Decision-Making
- Easy, Flexible Workspace

Collective Vision + Purpose

Individual Motivation
Dealing with Work Pressures
How to deal with pressure at work

- Maintain a Positive Attitude
- Be Pro-active
- By Handling workload – Prioritizing & Planning in advance
- Ask for help
- Maintain Control
- Stay Focused
- Try to enjoy challenges
- Learn to accept the ground reality
Dealing with Staff
You pick up on other people's energy all day long....

Just as they pick up on yours....

So what's your vibe?

Is it fight me, or

Is it work with me
UNDERPROMISE AND OVERDELIVER.

Dealing with Customers
6 STEPS OF DEALING WITH UPSET CUSTOMERS

Step One: Begin with a positive attitude

Step Two: Let Customer Vent

Step Three: Be Empathetic to the Customer

Step Four: Demonstrate You Understand

Step Five: Begin Active Problem Solving

Step Six: Mutually Agree on the Solution
Managing with Leadership Qualities
THE DIFFERENCE BETWEEN

**MANAGER**

Sees A Problem

Our plan didn’t work. I’ve got to fix it before I get blamed.

Seeks Short-Term

We can’t afford this kind of capital purchase right now.

**LEADER**

Sees An Opportunity

Our plan didn’t work. Let’s put our heads together to see what we can learn from this.

Seeks Long-Term

Let’s look beyond the cost today and explore what this investment can mean down the road.