



Learning to Manage

Techniques and Tools for the New Supervisor

Course objectives

Successful completion of this course will increase your ability to:

- ✓ **Understand how to make the transition into management.**
- ✓ **Avoid the common pitfalls that derail new managers.**
- ✓ **Discover how to communicate effectively up and down your organization.**
- ✓ **Explore ways to effectively delegate work and encourage employee development.**
- ✓ **Identify how to manage task-related and interpersonal crises.**
- ✓ **Develop self-awareness and determine the support you need to successfully manage employees.**