

## Succeeding as a First-Time Manager: *Essential Skills to Find Opportunities and Gain Support*

It is important for new managers, especially for those who came from technical positions, to be aware that the skills that made them great team players won't necessarily make them great managers. Managing is not to direct people, although some of that may be needed. Rather, management should be the process of getting people to become self-directed.

- ***It's not enough to follow directions*** ... now you must give directions about what gets done, when, and by whom.
- ***It's not enough that your projects are accurate and on time*** ... you have to help others keep their projects on track, and see that everyone works together.
- ***It's not enough to focus only on your department*** ... suddenly you're a member of the management team. Your new peers will expect you to have a broader perspective, including other departments.
- ***It's not enough to keep yourself motivated*** ... you have to be a coach, cheerleader, and "strong shoulder" to people who have bad days, conflicts with each other, and other demands that you might not be able to satisfy.

"The *competence* (understanding of subject) and *motivation* (desire to perform) that an expert may have for technology may not transfer to competence and motivation for supervision."

~Donald Shandler

If you are going to be a respected manager, you need to find opportunities to gain the support and commitment of your direct reports without having to use your positional power (your title) over them. The best managers get their team members to willingly do what they are supposed to, as opposed to doing it only because the manager said so.

### Achieving Success Right Away

Make your move into your new supervisor position smoother and more successful. Attend the DOOR First-time Manager workshop and gain all the skills and insights you need to lead with confidence and conviction, including:

- ] How to start producing results right away
- ] Ways to avoid the problems that sabotage many new supervisors
- ] How to get the unvarnished truth about a new employee's position and performance
- ] What it takes to get productivity from people who aren't used to you being "the boss"
- ] How to size up your supervisor — so you can give better support and get more backing in return
- ] How to increase your visibility and earn the respect your position deserves

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#### Your Strategic Leadership Partner

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## Workshop Participants and Duration

This one-day workshop is designed for anyone who is about to embark on a managerial career. A small group of 15 to 20 participants is preferred to ensure balanced group dynamics and interactivity.

## Workshop Contents

### Transitioning into your new position

- Managing your own transition
- Avoiding predictable trouble pockets
- Proactive management
- Transition Lessons

### Essential skills for first-time managers

- Communication skills
  - Adjusting your personal communication style
  - Interpersonal communication demands
  - Effective situational strategies in communication
- Motivation skills
  - Motivational issues
  - Creating a positive climate
  - Finding incentives for your team
  - Managing change
- Delegation skills
  - Delegation challenges
  - Appropriate delegation strategy
  - Managing performance and monitoring progress

### Skills practice

### Your action plan



## Highly Participative and Integrative Approach

Our style is highly facilitative and participative. This approach results in a superior degree of client ownership. DOOR clients report long-term satisfaction with the outcomes of this program as they have first-hand experience of being provided with real competitive advantages and improved performance in their organizations.