

FIRST-TIME MANAGER

Essential Skills from *The New One Minute Manager*®

Becoming a first-time manager is one of the most challenging and critical career transitions. New managers are often chosen from high-performing individuals. These highly proficient doers quickly become struggling new managers, without the methods or skills needed to succeed. The failure rates are daunting.

Blanchard has decided to help first-time managers overcome this challenge by showing them the essential skills they need to get off to a great start.

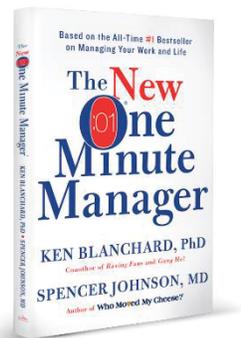
Based on the #1 best-selling book *The New One Minute Manager*, participants are introduced to the three secrets of successful managers: Goal Setting, Praising, and Redirecting. The program develops those secrets into a conversation framework that is easy for new managers to understand and master.

The program also adds a fourth conversation, Wrapping Up, which is needed to complete the core conversations and help first-time managers boost the engagement and autonomy of their people.

Benefits

- Improved success rates for first-time managers
- Improved team productivity
- First-time managers are better prepared for this challenging transition
- Participants have the opportunity to learn and practice the essential skills they need to succeed
- New managers are more centered on and supportive of their team right from the start

Whether you're looking to enhance a healthy culture or spark change within your organization, Bonfire Training can help align your frontline and management teams for a far-reaching impact. Our customized Customer Service, Leadership, and Team Building programs are designed for current and future success and long-term sustainability.



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Who Should Attend?

First-time and established managers, and those considering a transition into management

New managers wanting to increase their leadership effectiveness

Mid-level or new managers or supervisors

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Program Format

First-time Manager can be implemented in your organization in either format, both of which contain the same core content to address the most important needs of new managers. Select the option that is best for you.

Option 1: Face-to-face Classroom

Learning begins with two pre-workshop LAUNCH activities that take about 15 minutes each followed by a 6-hour face-to-face classroom workshop. The design is a combination of fast-moving content, engaging activities, entertaining videos, and skill practice.

Option 2: Virtual Classroom

The virtual classroom format begins with two pre-workshop LAUNCH activities followed by three 2-hour virtual sessions spread out over time. Participants complete Try It Out assignments between sessions 1 and 2 and sessions 2 and 3.

After the workshop, face-to-face and virtual participants have access to the First-time Manager Challenge, which guides learners through a set of tasks to practice new skills back on the job. They also have access to workshop videos and worksheets through the learner portal for a full year.

The flexible design of this program can be implemented with no Training for Trainers required.

Learning Objectives

- Compare and contrast the workplace roles of an individual contributor and a manager, and identify the new mind-set required for making the transition
- Learn the Four Core Conversations based on the secrets of *The New One Minute Manager*: Goal Setting, Praising, Redirecting, and Wrapping Up
- Gain skills needed to boost relationships and work well with others based on our time-tested coaching model: Listen to Learn, Inquire for Insight, Tell Your Truth, Express Confidence (LITE)
- Practice the Essential Skills and the Four Core Conversations using real-work situations

Help your first-time managers get off to a great start and overcome the new-manager challenges by giving them the essential skills they need to balance relationships with results