



FIRST-TIME MANAGER TIPS

**Leader's Guide, Fact Sheet
& Quiz**

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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5238 FIRST-TIME MANAGER TIPS FACT SHEET

LENGTH: 7 MINUTES

PROGRAM SYNOPSIS:

Congratulations, you have been selected to be a manager. Some get there by accident, others work their way up the ladder. Now that you're here, it's no longer about you; it's about your team. You also have a new challenge. You must prove your effectiveness to your former peers and to your new hires. As a first-time manager, you will discover it takes time to find your footing and know your direction. The best advice is to be patient with yourself and your team as you both create an effective, productive, and sustainable work environment. This program discusses the four components to effective management and what behaviors to avoid. Viewers will also learn how to build a healthy workplace culture.

PROGRAM OBJECTIVES:

After watching the program, the viewer will be able to explain the following:

- What some of the challenges are for first-time managers;
- What actions to take and not to take when maintaining a self-awareness;
- How to develop relationships with your staff;
- How to successfully direct coworkers to perform their duties;
- Why it is important to delegate work assignments.

PROGRAM OUTLINE:

CHALLENGES FOR FIRST-TIME MANAGERS

- Effective management is a key component to every organization. And congratulations! You have been selected to be a manager. Some get there by accident, others work their way up the ladder, but now that you're there, it's no longer about you.
- It's about your team and you have a new challenge. You must prove your effectiveness to your former peers and your new hires.
- More challenging is that your team may not think like you or act like you and you have no control over what they think of you; however, in your new role, you have an opportunity to inspire and motivate them and earn their trust and respect.
- A first-time manager will find it takes time to find your footing and know your direction. The best advice is to be patient with yourself and your team as you both create an effective, productive and sustainable work environment.
- There are four components to being an effective manager: self-awareness, relationships, direction and delegation.

SELF-AWARENESS

- Understand yourself as well as the business. People will look to you for training and direction. Know how your department, job descriptions and procedures impact the entire organization.
- Remember that you are the example. Create strategies and plans that focus on the big picture.
- Take every opportunity to understand the business you are operating.
- Develop time management skills.
- Organize your department and document in a procedural manual.
- Practice active listening skills.
- Identify and resolve problems instead of ignoring them.
- Ensure your projects are adequately funded and budgeted, but be prepared to do more with less.
- Avoid micromanaging instead of trusting the abilities of your team.
- Avoid setting expectations too high or not providing adequate materials or training.
- Avoid providing feedback only during performance reviews.
- Avoid appearing close-minded to constructive criticism or new ideas.
- Avoid playing favorites where the rules do not apply to everyone.

RELATIONSHIPS

- Make it a priority to know your staff, their temperament, their strengths, their weaknesses and their goals.
- Learn what motivates them and answer their questions and concerns. Remember as you evaluate them, they are evaluating you.
- Meet with coworkers individually and in group settings on a regular basis.
- Impart your vision for the department and set clear ground rules.
- Be patient and never respond with overly critical or irrational feedback.
- Avoid pretending you have all the answers or that employees should be perfect.
- Praise often and provide rewards.

DIRECTION

- Communicate clearly and fully each project and its deadline. Respect the abilities of your coworkers and listen to their needs and concerns.
- Provide informed decisions that are consistent with company goals. Always present facts without emotion.
- Teach coworkers how to question past practices.
- Clearly define assignments and provide sufficient support.
- Guide coworkers to perform in an efficient manner.
- Show appreciation and gratitude.
- Ensure you have an "Open Door Policy."

DELEGATION

- No one can be everywhere at once, so teach every coworker the importance of delegation.
- It is essential to rely on others to bring an assignment to completion. Doing so, your team will become more self-sufficient and appreciate your trust.
- Ensure every coworker knows how to change course quickly.
- Teach every coworker what needs to be done and the timeframe to complete it.
- Encourage taking initiative to complete tasks before assigned.
- Ensure one coworker is not constantly picking up the slack for another.
- Provide training on teamwork.

SPEEDING UP THE TRAINING PROCESS

- Ideally, a company should offer management training at the time of hiring, but not always is the case.
- Eighty-seven percent of managers wish they were given an opportunity to learn before assuming the role and nearly half of all new managers felt they were unprepared for their position. In fact, nearly 60 percent of first-time managers underperform the first two years.
- To speed up the training process, read blogs, books and take online training programs. Understand you are going to make mistakes and be constantly adapting so be secure in yourself and in your abilities.

FIRST-TIME MANAGER TIPS

ANSWERS TO THE REVIEW QUIZ

1. a

2. b

3. b

4. a

5. a

6. c

FIRST-TIME MANAGER TIPS
REVIEW QUIZ

Name _____ Date _____

The following questions are provided to determine how well you understand the information presented in this program.

1. As a first-time manager, you have no control over what your team thinks of you.
 - a. True
 - b. False

2. When organizing your department, it is NOT necessary to document it in a procedural manual.
 - a. True
 - b. False

3. You should only provide feedback to your coworkers during performance reviews.
 - a. True
 - b. False

4. You should never respond to a member of your team with overly critical or irrational feedback.
 - a. True
 - b. False

5. You should ensure that one coworker is not constantly picking up the slack for another.
 - a. True
 - b. False

6. Nearly _____ of first-time managers underperform the first two years.
 - a. 40 percent
 - b. 50 percent
 - c. 60 percent