

## *The Role of Today's Manager*

Welcome to management in the 21<sup>st</sup> Century. It is a new world, and being a manager requires a whole new set of perspectives and skills. Management has been described as doing things right. You are responsible for the output of your workers. That means learning the skills of planning, organizing, executing and following-up. The skill that runs through all of that is communication. Communication is the hardest skill of all. In fact, most of the difficulties managers face have, at their foundation, a communication problem. Think about that! Even if you have a technical problem, say in design, it often boils down to poor communication and lack of shared understanding.

Good managers have a model or structure they employ to make sure they are remembering everything and doing things the right way. If you don't use a model or structure, it is too easy to get caught up in day-to-day events and to lose track of the larger picture – getting things done with great quality, on time and under budget.

Good managers are also leaders. Some of the skills of leaders and managers are the same and some are different. A primary difference between leaders and managers is that leaders are able to set direction and influence people to follow that direction. This module will help you grow as both a leader and as a better manager.

### Objectives of the Module

#### **Class 1:**

- To identify what is different about management in the 21<sup>st</sup> Century.
- To use a basic management model as a guidance tool.
- To identify management pitfalls to avoid.

#### **Class 2:**

- To examine one's own management style.
- To recognize when and how to change styles according to the situational needs.

#### **Class 3:**

- To become aware of one's communication style.
- To increase the effectiveness of communications.
- To learn how to listen for understanding.

#### **Class 4:**

- To identify positive ways to give negative feedback.
- To identify and manage personal blocks to accepting criticism.

As in all our courses, each class will include a case study as well as personal assessments and applications. Discover how this module can be a powerful model for managing and growing as a leader. Register today!