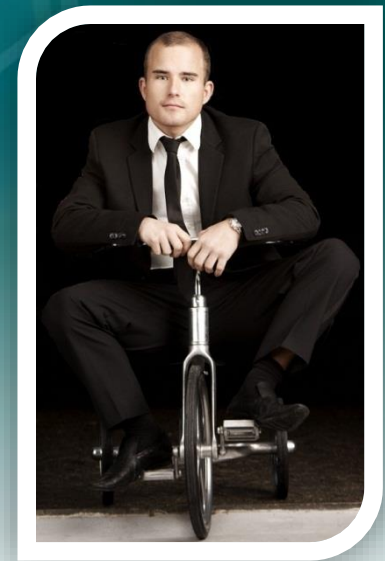




Learning to Manage

Techniques and Tools for the New Manager



Self-Guided Learning Program

Overview



Introduction

Making the transition from doing work yourself to managing others can feel overwhelming. *Learning to Manage* is designed to help minimize the stress and walk you through the process of management by targeting five specific areas. You'll learn to successfully handle staff, projects, performance, conflict, and even yourself as you evaluate and continuously improve your effectiveness as a manager.

No doubt, taking on a managerial role for the first time can be hard. You may be supervising former colleagues or getting to know an entirely new organization and set of employees. You'll feel pressure from below and above. So how do you set yourself up for success? It can be helpful to think about effective and ineffective managers you have encountered in your career.



Test Your Knowledge

Read the question, then click on the answer.

Which of the following best describes an effective strategy for communicating with your staff?

A. Start with detailed descriptions of tasks and processes so you don't forget to tell them something.

B. Encourage employees to ask questions and summarize what you said to ensure understanding.

C. Talk 80 percent of the time and listen 20 percent of the time.

D. Multitask when meeting with staff so you accomplish more in less time.

