

## ***The New and Not So New Manager***

### **Course Objectives:**

1. List three essential elements for success as a leader
2. Compare the role of the manager, the leader, and a coach
3. Develop a leadership plan that includes setting ground rules for staff
4. Describe an effective approach to conflict management and compare this to your current methods
5. Verbalize three survival tips for the new manager
6. Define the group norms for your staff/department
7. Identify three resources that can serve to be of support for a new manager
8. List two things the manager can do to enhance staff meetings
9. Discuss 3 steps that enhance the interview process
10. Identify two power tools necessary for success as a leader
11. Compare transformational and transformational leadership
12. Develop a plan to shift to more effective delegation practices
13. List three key elements related to recruitment and retention of staff
14. Discuss your role in creating and sustaining a healthy workplace