

# What Good Managers Do: The First 100 Days

**Prerequisites:** none

**Length:** 1/2 day

**Summary:** This course will give new managers the basics of effective management for their first 100 days on the job. Professionals who have achieved success as individual contributors often transition into management roles. New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to conduct performance appraisals, monitor work processes, communicate effectively with team members, build an internal network of supportive colleagues, and avoid common management pitfalls. You also want to be able to resolve conflicts that arise, coach people to give great performances, and serve as an advocate for your team within the wider corporate structure.

## Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Make the transition from team member to manager by gathering critical information, familiarizing you with workplace priorities and requirements, holding meetings with key players, establishing trust and credibility, and managing the basic elements of work.
- Identify methods of coaching great performances from your team members, resolving the everyday conflicts that arise, and working within the corporate structure by managing up.

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## Course Content

### MAKING THE TRANSITION

- Position Yourself for Success
- Begin the Transition
- Manage the Basic Work Elements

### BUILDING A WINNING TEAM

- Coach for Great Performance
  - Resolve Conflict within the Team
  - Represent Your Team
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