

15 June, 2022 - 17 June, 2022

NAIVASHA, KENYA

VENUE: SAWELA LODGES, NAIVASHA

27 July, 2022 - 29 July, 2022

KIGALI, RWANDA

VENUE: TBA

24 August, 2022 - 26 August, 2022

DAR-ES-SALAAM, TANZANIA

VENUE: TBA

For updated course dates
and schedule



Managing Managers



3 DAYS

Managing Managers, takes a special type of leader.

When you get to higher levels of the manager's ladder, chances are that some of your direct reports will be other managers. The manager's actions have a bigger impact on their teams and therefore you need to set expectations differently. Managing individual contributors as part of a team or workgroup is the common path to management. Then you get promoted and instead of managing individual contributors, you're managing managers. Some things remain the same, but many things change. As a second-level manager, your concern broadens and your focus turns more to the future, away from the details of the day. **Managing Managers**, takes a special type of leader. This workshop will expand participant's knowledge and provide a way for them to teach and lead new and experienced managers.

WHY ATTEND?

Leadership and management of managers has become more demanding: strong personalities demand autonomy, self-responsibility, and self-actualization. Active, professional, and motivational leadership is needed. Only those who are able to convey organizational goals – so that they are passed on to the larger team by managers who report to them – achieve engagement and commitment in all levels of the company.

During this 3 days course, the participants will learn:

- **Effective Leadership: Exemplify Authenticity and Natural Authority**

Convince managers with authenticity and credibility; gain influence.

- **Value-Driven Management: Establish Rapport and Passion**

Leading with values.

- **Building Commitment from your team of managers and supervisors**

Motivation, engagement and performance through value transfer.

- **How to Lead High-Performance Leaders**

Outstanding Leadership, Understand and manage talented managers.

Who should attend this training?

Managing Managers is intended for Managers and Executives whose responsibilities include leading and managing other managers, supervisors etc over several hierarchy levels, as well as managers who will soon be promoted to the next leadership level, with responsibilities for managing other managers and or supervisors.

How the course is delivered

The mode of delivery for **Managing Managers** is in-class, in-person at the course venue, with the option of participants joining virtually.



AGENDA

I'M MANAGING PEOPLE WHO ALSO MANAGE OTHERS. HOW DO I MANAGE THEIR MANAGEMENT – IN OTHER WORDS, WHAT DO I NEED TO DO TO ENSURE THAT THEY'RE NOT JUST PRODUCING WORK, BUT ALSO MANAGING THEIR TEAMS WELL?

AGENDA SUMMARY

Grooming a New Manager

- Setting Specific Goals
- Authority (What They Can and Can't Do)
- Creating a Shared Vision
- The More they Learn, the More Responsibility They Get
- Case Study

Measuring Performance

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborating on Criteria to be Evaluated

Motivating Managers

- Providing the Needed Resources
- Bonuses and Incentives
- Giving Credit for Good Work
- Keeping your team challenged
- Case Study

Signs of Poor Management

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study



AGENDA SUMMARY

Trust Your Team of Managers

- Micromanagement
- Promoting Open and Honest Communication
- Rewarding Initiative
- Trust, But Verify
- Case Study

When an Employee Complains about their Manager

- Keeping the Information Confidential
- Gathering Information from Both Sides
- Coaching or Delegating the Solution
- Follow-up with the Manager or Employee
- Case Study

When Do You Step In?

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study

Coaching and Mentoring (I)

- Writing Performance Reviews
- Providing Clear and Timely Feedback
- Praising in Public, Criticizing in Private
- Making Sure Your Door is Always Open
- Case Study

Coaching and Mentoring (II)

- Offering Advice, Not the Solution
- Creating a Supportive Environment
- Building Ownership
- 360 Degree Feedback
- Case Study

Remembering The Basic Qualities

- Expressing Confidence in your teams abilities
- Practice What you Preach
- Have an Open Door
- Their Success is Your Success
- Case Study

How to Register

MANAGING MANAGERS

KENYA

3 DAYS - 15 June, 2022 - 17 June, 2022

Sawela Lodges, Naivasha, Kenya

The cost of registration for the course is as follows:

Early bird registration: Kshs. 65,000 (USD650)

Standard Registration rate: Kshs. 75,000 (USD750)

To register submit name(s) and job title(s) by email: clientservice@fmcorporatelearning.com

For registration inquiries:

Tel: +254 743 139 739

The registration fee includes course instruction, materials, lunches, refreshments. Excludes accommodation, travel expenses and VAT, where applicable.



ABOUT US

LEARNING + SKILLS DEVELOPMENT FOR A CHANGING WORLD



Our goal is impacting culture, strategy and growth. Through our learning + development solutions, we contribute to the bottom line by growing skills and enhancing human capital capacity, which in turn equips employees and business partners to deliver on corporate objectives.

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