

Become a Manager Your Team Loves

GoSkills online course syllabus

Skill level

Beginner

Lessons

27

Pre-requisites

No prior experience needed

Video duration

1h 7m

Estimated study time

1h 7m

Instructor

Eric Zackrison

Introduction

1 Effectively transitioning into leadership

Stepping into a leadership role can be a daunting task, but leading a team is a tremendously rewarding career move.

Getting Started with Team Management

2 Supervision is a relationship

Recognizing that supervision is a relationship allows for a renewed focus on where leadership happens.

3 Building strong relationships

The most important part of supervision is building a healthy relationship with your team.

4 Coaching them up and out

When those on your teams feel that you're there to help them succeed, they're more likely to engage and be a positive part of your team.

5 Management vs. leadership

To successfully run a team, you'll want to bring in both leadership and management skills.

Overcoming Key Obstacles

6 From contributor to manager

In order to succeed as a manager, you'll want to depart from the identity you held as an individual contributor.

7 Spanning your boundaries

Because managers are responsible for pushing their teams to stretch and grow, they can often get met with opposition.

8 Overcoming imposter syndrome

As a manager, it's easy to feel like you might not belong in some of the rooms you're in - and this is totally normal.

9 Playing hardball vs. softball

It can be really challenging to find the balance between being a friend and being a boss.

Using Influence for Good

10 Defining power dynamics

It's important to not only understand where your power comes from, but where power comes from for others as well.

11 Unlocking personal power

As a leader, you can use personal power as a skill to influence and persuade others to achieve positive outcomes.

12 Impactful influence

Your team members are all motivated by different things, which means they're influenced by different things, too.

No Rocking the Boat

13 Taking time to observe

If you're too eager when you start off as a new manager and start making changes right away, you put your team's perception of you in danger.

14 Doing your research

New managers, especially those who may not have all the context, can inadvertently make changes that have harmful repercussions.

15 Staying solutions-oriented

When you leave too much room for being problem-oriented, your team can easily develop a negative attitude.

16 Identifying and removing roadblocks

One of the biggest responsibilities of the leader of a group is to identify and remove barriers.

Building Relationships with Employees

17 Using emotional intelligence

Being able to read your self and others is key to improved relationships with our teams and employees.

18 Leveraging motivation

When you have a firm grasp on what motivates someone, you can also figure out what doesn't motivate them.

19 Leaving space for new leaders

Good leaders develop other leaders. After this lesson, you'll be able to recognize your role in developing other leaders within your team.

20 Becoming a delegation master

Delegation is not only necessary to accomplish organizational goals, it is also a key tool to develop staff.

Listening and Giving Feedback

21 Avoid the barriers to effective listening

Effective listening is one of the most powerful skills you can have as a leader.

22 Effectively listening to others

Effective listening is one of the most powerful skills we can have as a leader.

23 Delivering feedback, early and often

Feedback can feel like a scary word, but when done right, it can be a truly impactful tool for your employees.

24 Giving feedback with specificity and utility

Strong feedback should be delivered with specifics and utility so that it can be easily applied.

25 Sharing performance-based feedback

Performance-based feedback is one of the more intimidating types of feedback to share, but there are also plenty of myths about it that make it sound worse than it seems.

26 Feedback best practices

Though we recognize that feedback is not only necessary and a key part of our jobs as supervisors, it can be difficult to deliver it in powerful ways.

Conclusion

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Becoming a great manager

Thanks for watching this course!

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