

Essential Lessons for First-time Managers

GoSkills online course syllabus

Skill level

Beginner

Lessons

21

Pre-requisites

No prior experience needed

Video duration

1h 5m

Estimated study time

1h 5m

Instructor

Dave Labowitz

Introduction

1 Congratulations – you're a manager!

Understanding your responsibilities

2 The rewards of leadership

Being a manager will be challenging.

3 Management vs leadership

Is leadership more important, or management?

4 Be an example

As a first time manager it's important to realize that your team will model their behavior after yours.

5 Expectations and check-ins

Clear expectations and constructive feedback will help your team deliver at a high level by ensuring they know where they stand.

6 Make it safe

If your team's work environment isn't safe, they won't be comfortable being themselves or taking on risks.

7 Create career paths

Nothing frustrates people more than being stuck in a dead-end job.

Improving communication

8 **Interruption-free listening**
Does anyone enjoy speaking to someone whose head is buried in a screen?

9 **Content, emotion, and intent**
Listening is about more than just absorbing the content of what's being said to you.

10 **Leverage two-way communication**
Delegating a task and being left wondering, "Gee, I really hope they understood what I need" is a terrible feeling.

Management: The Numbers Stuff

11 **Define success**
Most failed projects happen because you and your team members have a different idea of what a successful outcome is.

12 **Remove roadblocks**
Hardly any projects are completed solo, so your team members will have to rely on each other to complete their work.

13 **Know your KPIs**
If you use your gut feelings when making decisions, you'll eventually make a mistake.

The people stuff (Leadership)

14 **Connect with authenticity**
A huge part of leadership is connecting with your team on a human level.

15 **Create team & culture**
An unhealthy organizational culture can wreck just about everything -- results, engagement, team cohesion, retention, etc.

16 **Explain the "why"**
Do your team members know why they're working on their work?

17 **Authenticity, transparency, and vulnerability**
As a leader it's great to be 100% authentic, but if you're 100% transparent and vulnerable you'll inevitably make some people uncomfortable.

Mistakes to Avoid

18 Wrong people in the wrong seat

If the primary goal of a manager is to build a high-performing team, then the first step is to get the right people on your team (and the wrong people off your team.) After this lesson, you'll be able to confidently build your team through hiring and firing decisions.

19 Neglecting diversity and inclusion

Diversity and inclusion are critical elements for all teams.

20 Blame instead of ownership

Blame has no place in a healthy work culture.

Conclusion

21 Put yourself in their shoes

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