

FIRST-TIME MANAGER

Learning Design

SECTION	DURATION	KEY CONTENT
LAUNCH (Pework)	20 min	Participants view a live action video (LAV) teaser and select four real-world situations to work on in class
LEARN & PRACTICE (Workshop) Welcome	20 min	Welcomes participants and defines some outcomes and behavioral norms for the workshop
The Transition	45 min	Helps participants understand the challenges of this transition from doer to manager
Introduction to Four Core Conversations	30 min	A quick overview of the Four Core Conversations
The Essential Skills	90 min	Teaches first-time managers the four essential skills they need to balance relationships and results
The Four Core Conversations	15 min	Shows how to put the four essential skills to work in the context of the Four Conversations
Goal Setting Conversation	45 min	Teaches new managers how to have a dialogue that focuses their team members on exactly what needs to be done and by when
Praising Conversation	45 min	Teaches new managers how to help people understand which specific behaviors are helping to achieve the goal
Redirecting Conversation	90 min	Teaches first-time managers to guide people toward their goals
Wrapping Up Conversation	30 min	Teaches first-time managers how to honor the work that's been done
Closing	30 min	Help new managers create a set of intentions to guide their future behavior
MASTER (Post-workshop) First-time Manager Challenge	3 hrs	A six-step follow-on program that guides learners on how to integrate their new skills back on the job