

First Time Managers Development Program

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Red Flags | First-Time Managers

Poor Delegation

Poor Communication

Setting Unclear goals

Failing to provide feedback

Misunderstanding
motivation

Setting clear Expectations

Failing to define goals

Fearful of former peers

Not listening to team
feedback

Not making time for team

Being too eager to please

Refusing to make decisions

Not maintain appropriate
boundaries

Treating everyone same

Expecting fast results

Research suggests that individuals transitioning into first-time leadership roles face new and unexpected challenges of performing against different performance metrics than before.

FTM | Training Module

Self Introduction in Business aspect – SWOT Way



The Introduction is a kind of Ice Breaker – To Know Your Team (KYT)

FTM | Key Program Objective

Enable successful transitions of **Individual Contributors** to **First Time Managers**

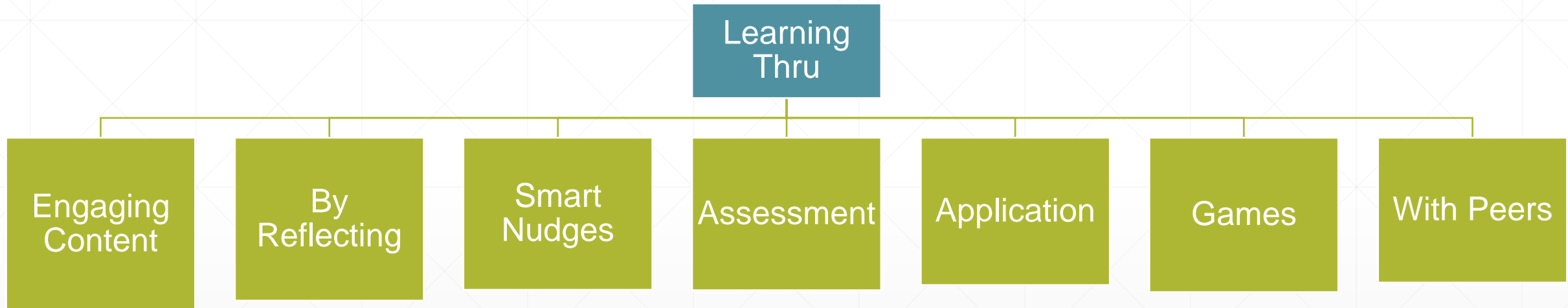
Develop **critical capabilities** needed to perform role of a manager

Effectively **manage self** to successfully transition to a managerial role

Manage others to grow, develop, and engage team members.

The Introduction is a kind of Ice Breaker – To Know Your Team (KYT)

FTM | Program Design



The Introduction is a kind of Ice Breaker – To Know Your Team (KYT)

FTM | Key Learning Modules

Role Understanding & Managing Self

- Understand the role of a manager and transition required to perform the role.
- Enhancing emotional self-awareness.
- Effectively managing time to perform their role

Enabling Performance Through People

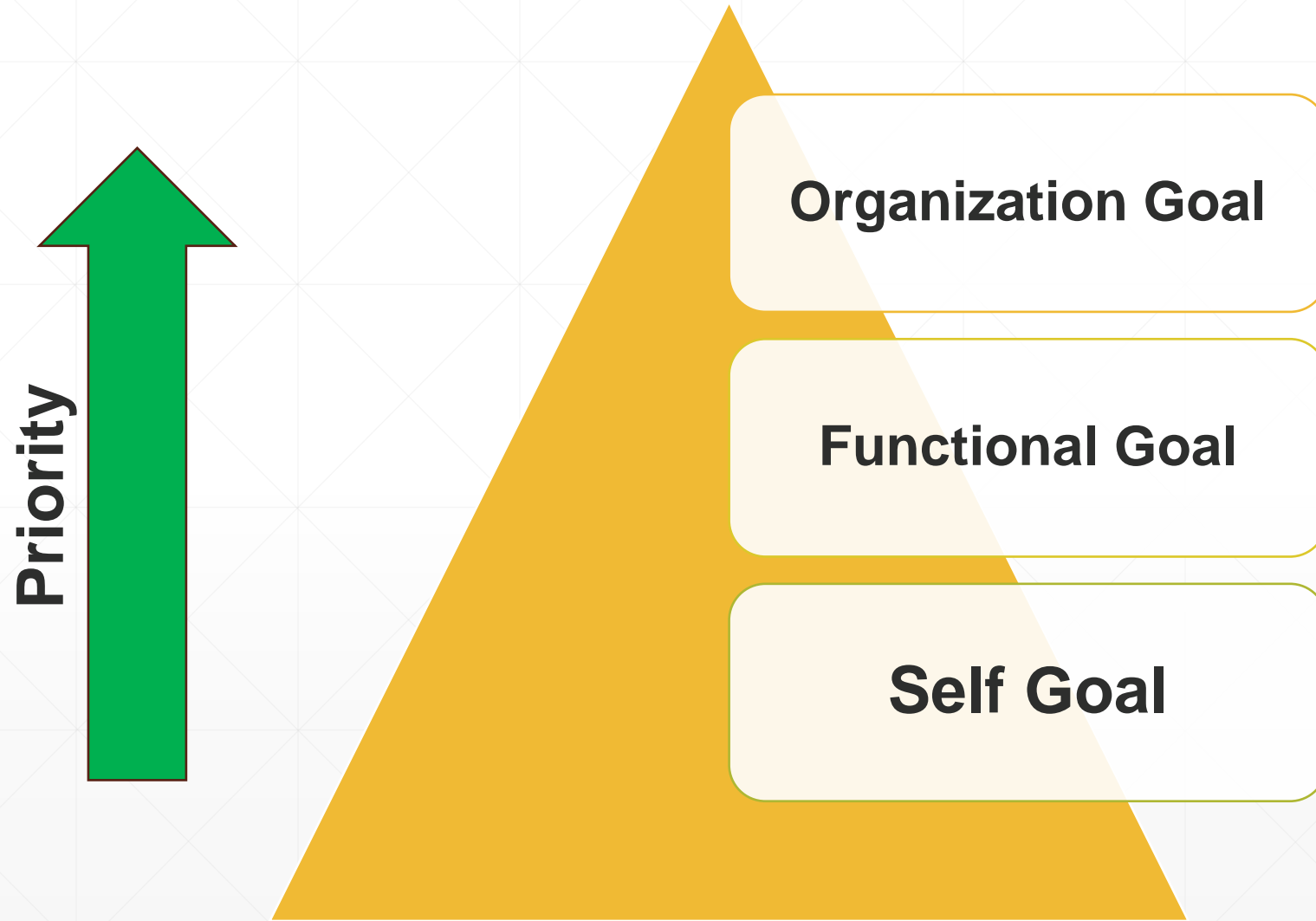
- Giving feedback and having performance conversations.
- Following a structured process for coaching.
- Effectively managing a remote team.
- Delegating effectively to colleagues.

Driving Results

- Setting and driving goals.
- Applying innovative thinking techniques for operational problem solving.

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FTM | Role Understanding



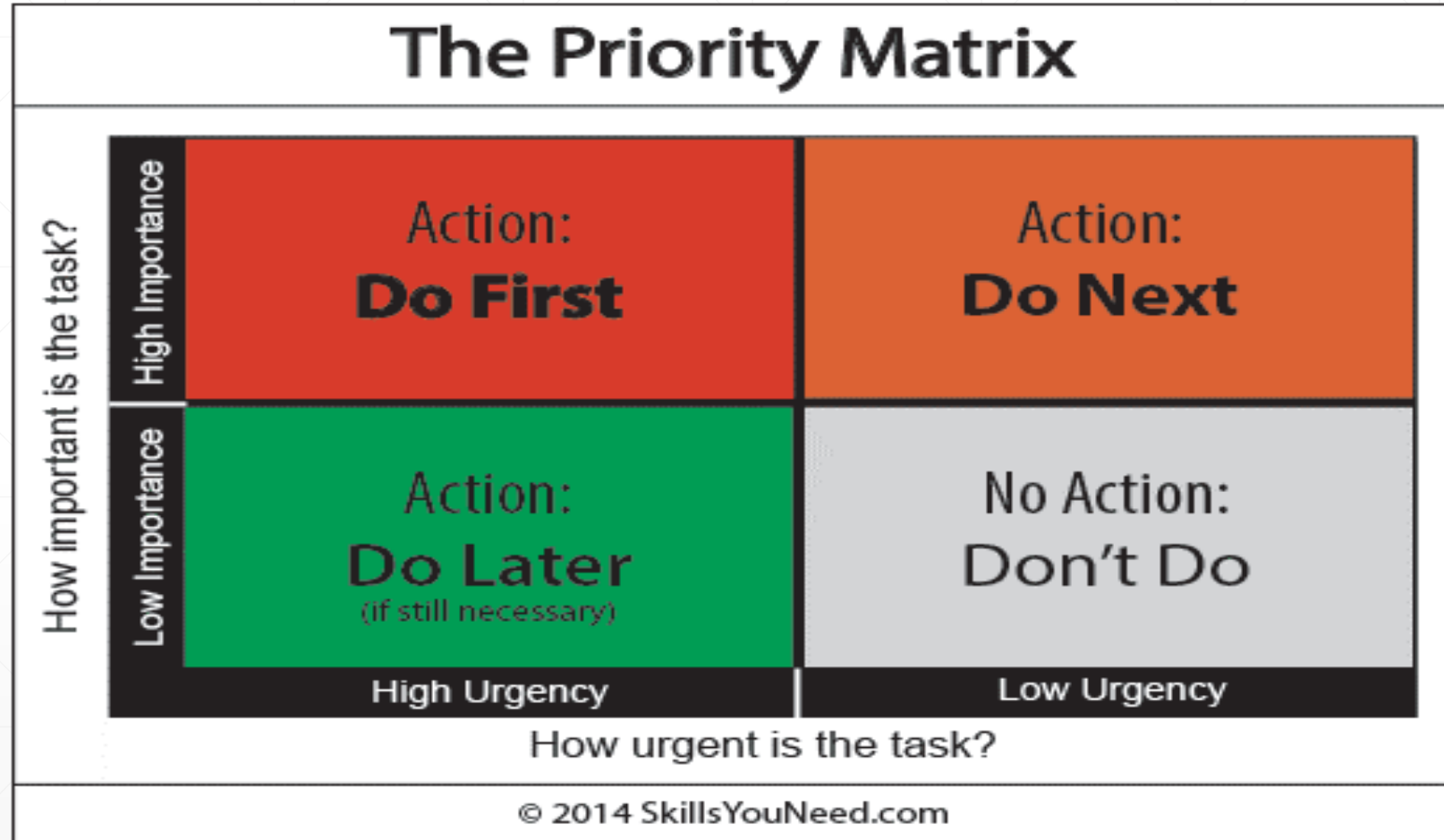
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FTM | Role Understanding - 3P's



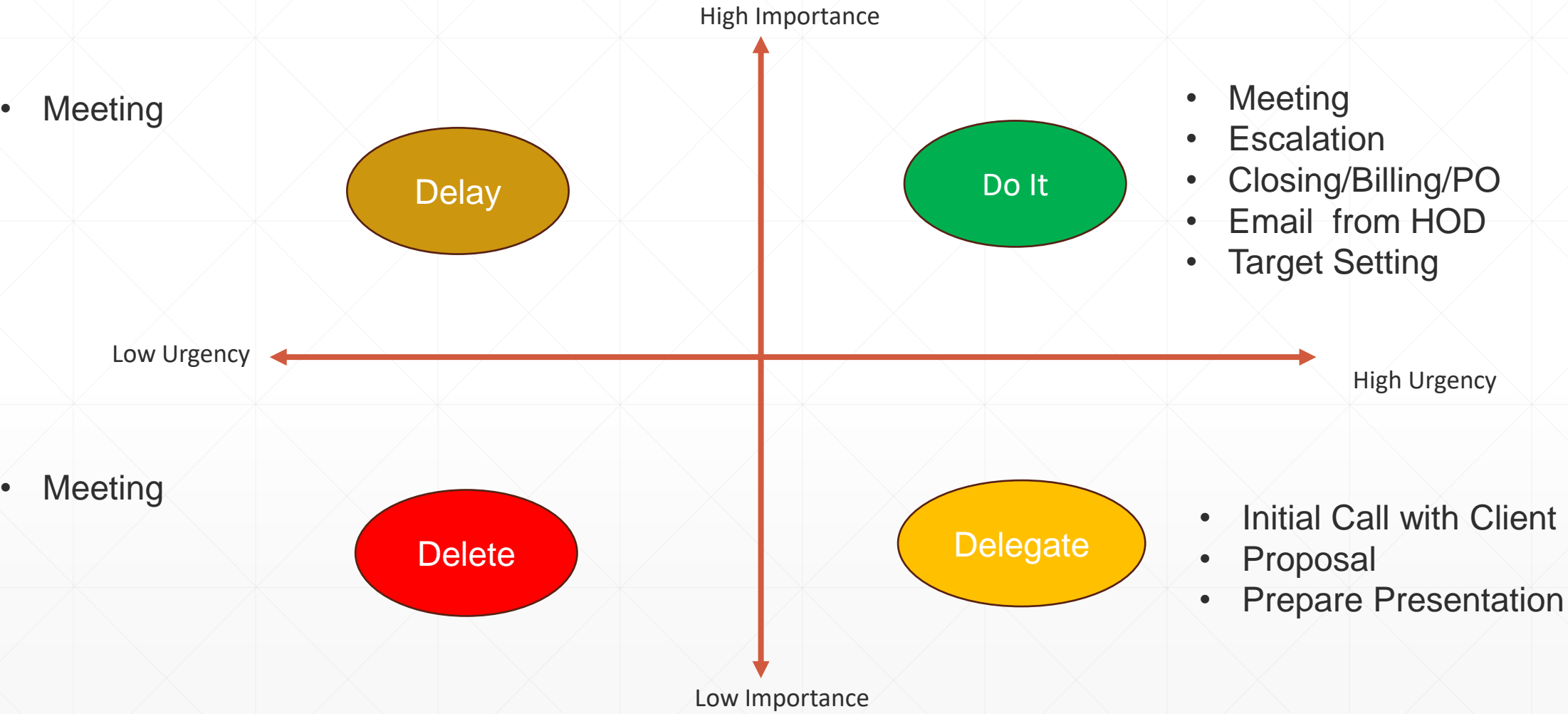
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FTM | Managing Self – U&I Matrix



The Introduction is a kind of Ice Breaker – To Know Your Team (KYT)

FTM | Managing Self – 4D's- Exercise



Own Some and Delegate Some

FTM | Feedback



- Giving feedback cultivates a healthy, productive company culture.
- As a manager, you're the leader of a team — and you set the tone through your leadership skills.

FTM | Feedback – Some Data Points

- When managers ignore employees or focus just on their weaknesses, they double the chances for them to become unproductive
- Many employees think “**feedback**” will mean “**bad news.**”
- People can take feedback personally — especially if it’s negative.
- Around 73% of employees value feedback and consider it essential to their jobs, but only a third of employees report receiving feedback regularly.
- And 69% of employees claim they would put in more effort at work if they felt more recognized

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FTM | How to Give Feedback to Employees Effectively

- Be Specific
- Consider the Timing
- Keep It Private
- Don't take the "Sandwich Approach"- Instead, keep it cut to the core.
- Try the BISA Approach
- Don't Make It Personal
- Focus on the Outcome
- Follow Up

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FTM | Coaching – Identify Mindset | Exercise



Mindset are of 2 Types – Fixed & Growth

FTM | Coaching – Identify Mindset | Exercise



Fixed Mindset

People with a fixed mindset believe that skills and intelligence are predetermined. They think success hinges on how smart you are—and serious personal growth and development aren't possible.



Growth Mindset

People with a growth mindset believe that with practice and support, they can develop and grow their abilities. They see failure as a temporary setback and give themselves permission to try again.

People with a fixed mindset:

- Make broad statements
 - Blame factors outside their control
 - Engage in negative self-talk
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- People with a growth mindset see failure as an opportunity for growth

FTM | Coaching Conversations



Open-ended

Open-ended questions don't have yes/no answers.

They generate lots of possible responses and prompt thoughtful analysis.

"What would you like to see happen?"

"What strikes you as important here?"

"What did you learn?"



Closed-ended

Closed-ended questions generally elicit a yes/no answer or a statement of fact. They don't typically yield new insights or further discussion.

They work well when you want a short, direct answer to a specific question.

"Did you speak with marketing?"

"When will the sample be ready?"



"Why"

Use "why" questions sparingly. They can make someone feel that you are questioning their choices and result in defensiveness.

Too many "why" questions can erode trust and reduce your effectiveness as a coach. Consider reframing "why" questions into open-ended questions that yield more information or insights.

"What were some reasons..."

"Tell me about..."

Three types of questions can help you deepen your understanding of a situation

FTM | Delegation Process



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FTM | Delegation Tips

- Select the most suitable candidate for the job
- Focus on the outcome
- Embrace fresh perspectives
- Empower your team to take ownership of decision-making
- Stay up-to-date on your team's progress through regular check-ins
- Boost your team's morale
- Shape the leaders of tomorrow
- Make it a habit to say "Thank you"

Initiating the process of delegation is the crucial first step in effectively managing a business or organisation,

FTM | Delegation Exercise

Questionnaire	Score (1-5)
Level of competency	1
Level of Curiosity of doing new things	2
Level of Maturity (Experienced/Frustrated/Confident)	4
Level of Proactiveness	3
Level of Direction(Self Directed / Pushy/Delays)	4
Level of Commitment	3
Level of Inspiring Others	1
Team Player	3

Enthusiastic Beginner (10-20)

Self Reliant Achiever(30-40)

Disillusioned Learner (Less than 10)

Capable but Cautious Performer (20-30)

Initiating the process of delegation is the crucial first step in effectively managing a business or organisation,



Thank
You!