

**Skills for New Managers**  
**By Morey Stettner**

- 1. Describe the exercise you can perform to determine your best manager role model.**

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- 2. What type of person does the author suggest you choose to emulate?**

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- 3. List and describe the three leadership skills that are suggested a new manager use to determine areas of improvement and uncover strengths and weaknesses.**

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- 4. What is a “Management Credo”?**

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- 5. What are some advantages of creating a “Management Credo” or set of beliefs?**

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- 6. Describe the price of success for becoming a new manager:**

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- 7. What is the difference between a friendship and a relationship with your employees?**

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- 8. List the phrases that may help an employee see your expectation of their performance and why it matters:**

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- 9. What is the advantage of allowing an employee to judge their own performance?**

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- 10. Why is it counterproductive to not instill trust in your employees?**

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- 11. List six situations when you have more to gain by backing down than being a stubborn fighter as a manager.**

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- 12. Why is consistency important in your role as a manager? List and describe the 3 “Don’ts” the can prohibit sending contradictory messaging.**

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- 13. What are three ways to probe for feedback and unclog the input channels from your new employees about you in your new role as a manager?**

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- 14. List and briefly explain the three steps of listening.**

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**15. What are some examples of body language that would indicate an individual is disinterested in the conversation?**

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**16. What are three examples of behaviors that indicate you are a “nervous Nellie?”**

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**17. When trying to persuade an employee, what are some good rules to follow during a conversation?**

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**18. What are three basic rules of effective motivation?**

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**19. Explain why knowledge is the best motivator.**

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**20. When providing criticisms, why is it more important to focus on performance and not personality?**

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**21. How might a manager make a criticism more palatable?**

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**22. What is the “Sandwich Technique”?**

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**23. What is the biggest rookie manager's mistake when applying discipline?**

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**24. What 3 factors can be determined to avoid becoming emotional during applying discipline?**

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**25. List and briefly explain the six-steps that help a manager discipline warring employees.**

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**26. Why is it unwise to turn a disciplinary message into a personal attack against an employee?**

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**27. Why is it important for a manger to set aside their "optimal hour" for uninterrupted work?**

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**28. What are five ways to showcase your organizational skills?**

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**29. List some ways a manager can conduct productive meetings:**

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**30. What is the upside of loosening your grip and allowing errors to occur?**

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**31. What are five rookie mistakes managers make when trying to delegate?**

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**32. Why is it important to delegate tasks?**

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**33. What kind of behaviors should be avoided when speaking with your boss about your performance or your employees' performance?**

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**34. What are three ways to positively network within your organization or company?**

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**35. Why is it important to never turn your networking chats into gripe sessions?**

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**36. What are some suggestions to give everyone equal attention?**

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**37. Describe some steps a new manager can take to combat workplace violence?**

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