



HR & Future of Work

Leadership for New Managers in Government

TRAINING

Skills and Practices to Hone Your Leadership, Build Credibility, and Kickstart Your Managerial Career



Facilitated by
IRMA VARTANIAN BALIAN
Intercultural Competence Trainer

Online

Modules 1 & 2: Tuesday, October 24, 2023

Modules 3 & 4: Tuesday, October 31, 2023



PUBLIC
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Key skills to help you transition from a specialist team member to an inspiring team leader

Are you a new manager and finding it hard to adjust to managing a team?

Were you a high-performing specialist and presently find yourself struggling with the feeling of a loss of control that comes with managing other people?

Do you find yourself stuck when it comes to creating accountability, credibility and trust among your former peers?

If you answered yes to one or more of these questions, you are not alone. According to a recent study:

- 26% of first-time managers felt they were not ready to lead others to begin with.
- Almost 60% said they never received any training when they transitioned into their first leadership role.

This course is a perfect kick-start to your management career. It has been developed for new managers and will help you transition from teammate to a highly capable and successful leader. With a mix of management principles, coaching and motivation, practical operational managerial tasks and interactive group exercises – this course will provide you with actionable skills that enable you to mitigate the challenges of being a new leader.

You will learn ways to build credibility and trust, you'll discover how to cultivate positive workplace relationships, provide direction and motivate your team with clear objectives in mind. You will also learn about different leadership approaches and gain clarity and insights on what you need to adapt to be successful in your role.

Key Learning Objectives

- Identify the obstacles faced by new managers and navigate steps that you can take to overcome them
- Learn how to build trust and credibility with clear and effective communication
- Understand how you can motivate your team with collaborative goal setting
- Gain insights on how to deliver constructive feedback and create accountability
- Start building your leadership brand and set up an ongoing development plan
- Create a positive work environment that delivers greater employee wellbeing

Who Should Attend

This course is designed for individuals who have recently transitioned into a managerial role or are preparing to do so. This may include: Newly Promoted Managers, Emerging Leaders, Junior Managers, and Supervisors or Team Leads.

Meet Your Facilitator



Facilitated by
IRMA VARTANIAN BALIAN
Intercultural Competence Trainer

Irma Vartanian is an Intercultural Competence Trainer with more than 25 years of experience in the corporate world. She's an expert in the fields of People Skills for Leaders, and Communication across cultures.

Irma's clients include Fortune 500 company executives, Public Sector and government officials and international corporate leaders. Her trainings involve enhancing leadership brand, developing negotiation & communication skills within a global framework, where bridging cultural gaps and sensitivities are a must for success.

A global citizen, based in Canada, a keynote speaker, author and columnist, Irma has worked and lived in Europe, the UK, the US and the Middle East.

Irma is the President of SIETAR BC in Canada, currently serves on several international boards with loyalty, integrity, empathy & commitment, and volunteers as a Mentor for emerging women leaders & entrepreneurs.

Irma's knowledge and expertise are supported by a Bachelor's in Pure Mathematics, an MBA from Imperial College and an MA in Protocol and Soft Diplomacy. She's a Licensed ICQ Global DISC and Growth Zone practitioner; a Certified Diversity, Equity and Inclusion Executive and Cornell Certified for Women in Leadership.

In today's world, companies and organizations thrive on multiculturalism. Irma believes that communication is at the core of any successful and effective collaboration. This calls for customized intercultural competence trainings for government officials, and public sector agents. With this in mind, Irma has designed a cross-cultural communication course to develop stakeholders' engagement and exude trust while sustaining equitable and inclusive outcomes among multicultural and diverse communities.

Preparation

This training session is highly interactive with group activities about and discussions throughout. Come prepared with some current challenges you are facing in your organization.

To participate you'll need:

- Computer with a camera and microphone
- Strong internet connection
- Quiet, well-lit space
- An open mind and readiness to engage both internally and in groups

Registration

Extra Early Bird	Early Bird	Standard Price
Register by August 4, 2023	Register by September 8, 2023	
\$595 USD	\$750 USD	\$895 USD

CLICK HERE TO REGISTER



Additional discounts are available for group registrations of 10 or more.

For group discount inquiries, payment inquiries or custom training solutions please contact register@publicsectornetwork.co

Explore the Agenda

Tuesday, October 24, 2023

10:00am ET Welcome and Introductions

Module One - Management and Leadership

- 10:15am ET **Understanding Different Leadership Styles**
- Discussion – Icebreaker
 - Understand and Unlock your Leadership Potential
 - Unpacking different leadership styles and their impact
 - Personal-Awareness - Key concepts for effective new managers
 - How to leverage your strengths as a leader
 - Self-Reflection Activity

- 11:15am ET **Management VS Leadership**
- Understanding the difference between Management and Leadership
 - Going from colleague to boss: The Do's and Don'ts
 - Identifying Key Challenges facing New Managers

11:40am ET **Break**

Module Two - Transitioning into a Leadership Role

- 12:00pm ET **Creating a Psychologically Safe Environment for Productive and Effective Engagements**
- Building Trust and Confidence within Teams
 - Creating a Psychologically Safe workspace
 - Self-Reflection Activity
 - How to Become an Intentionally Inclusive Leader
 - Strategies for Managing Diverse Teams

1:30pm ET **End of Day 1**

Tuesday, October 31, 2023

Module Three - Elevating Your Team

- 10:15am ET **Cultivating a Positive Work Environment**
- The importance of Empathy for New Managers
 - Motivational Drive to Foster Effectiveness and Productivity
 - Understanding the impact of Micro-affirmation
 - Group Activity

11:20am ET **Break**

Module Four

- 11:00am ET **Honing your Leadership Skills**
- The Body Language of a Leader
 - Understanding the different Personality Types in your Team
 - Conflict Management
 - Giving/Receiving Feedback Properly

- 1:30pm ET **Group Activity**
- Applying the lessons learned

1:40pm ET **End of Day 2**