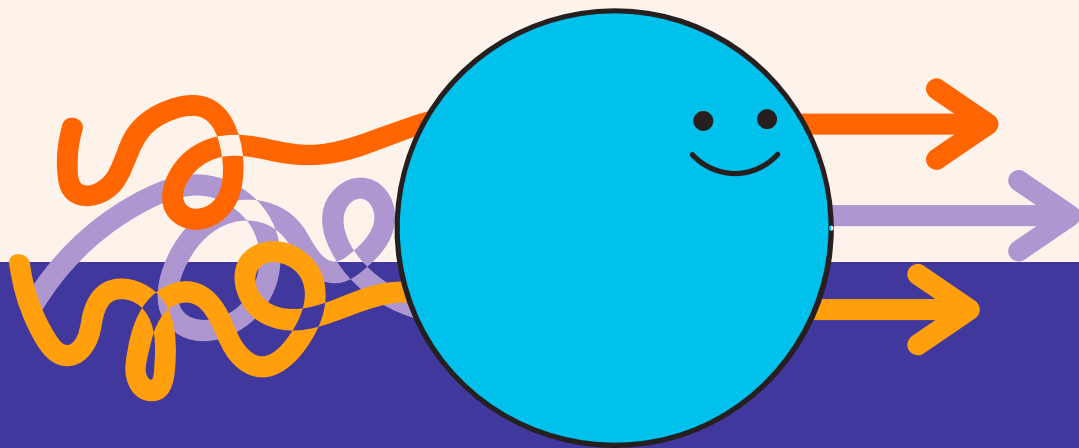
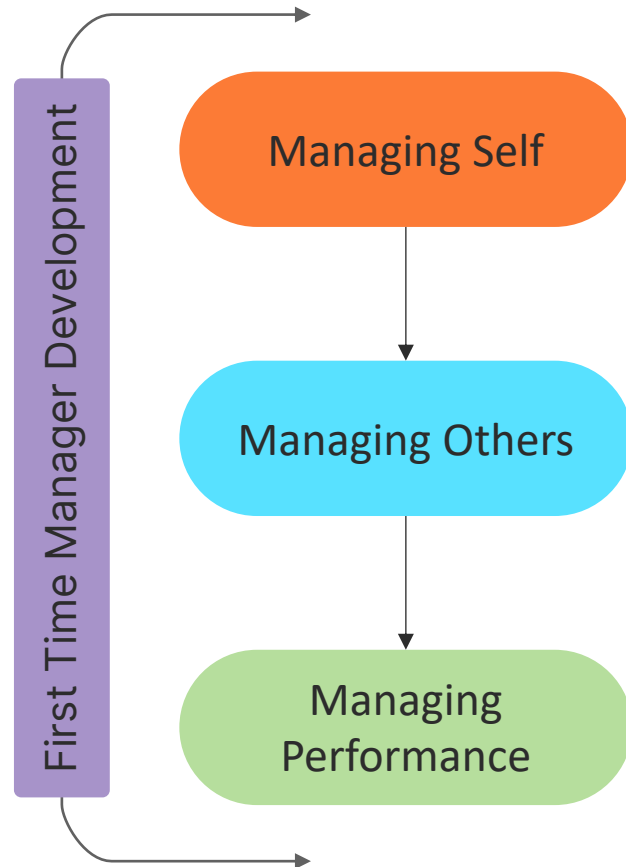


# First Time Manager Development





# Why Develop First Time Managers?

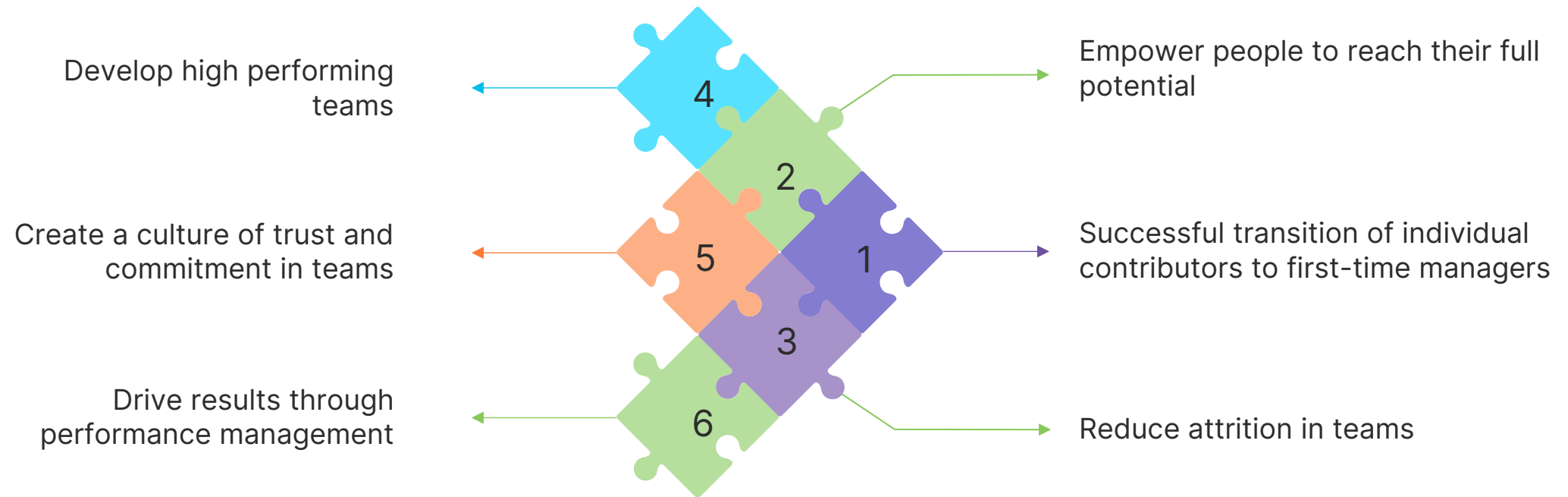


Inexperienced managers can have a real cost; employees who have negative experiences with poor managers may feel more stressed, a loss of confidence, and even leave the organization (Source).

As individuals transition from individual contributors to managerial roles, they need to acquire a new set of skills that encompass effective leadership, decision-making, performance management, communication, and conflict resolution.

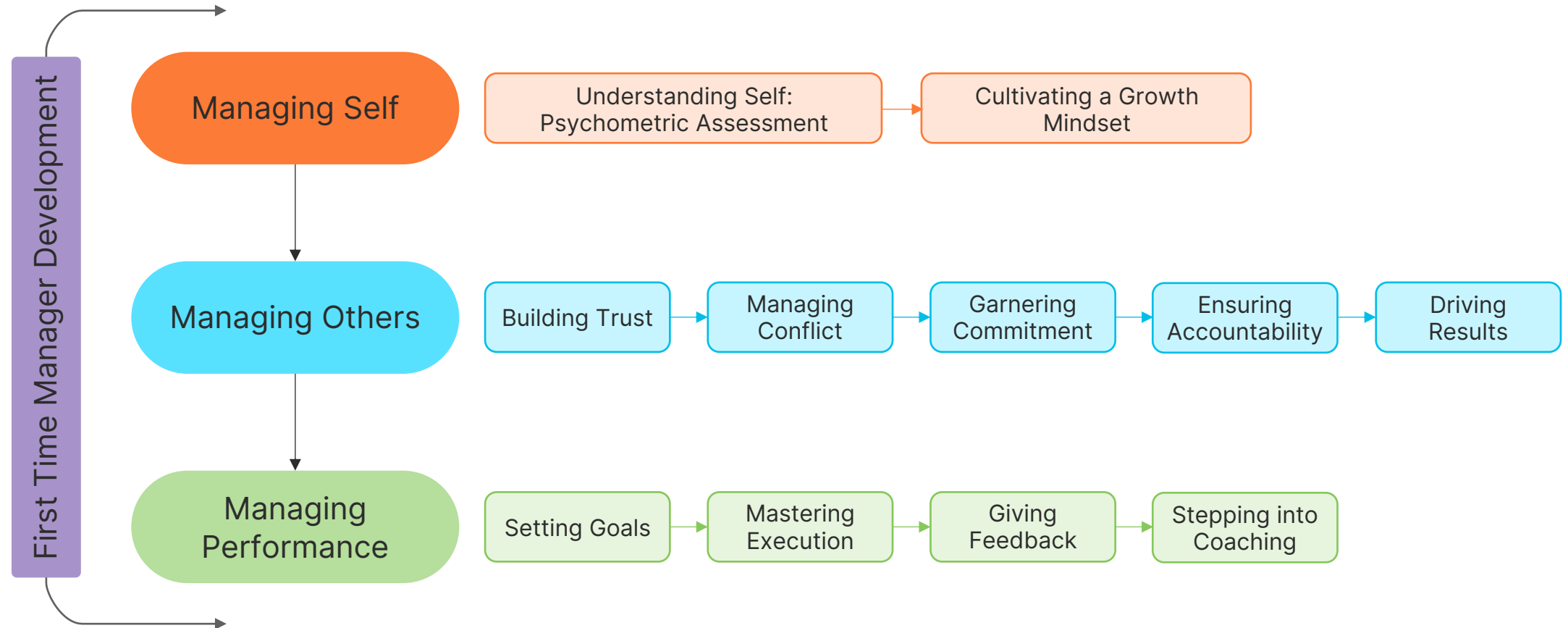
Investing in first-time manager training not only enhances the capabilities of individual managers but also establishes a strong leadership pipeline, fosters employee retention, and contributes to the overall success and adaptability of the organization.

# 6 Reasons to Invest in a First Time Manager Program

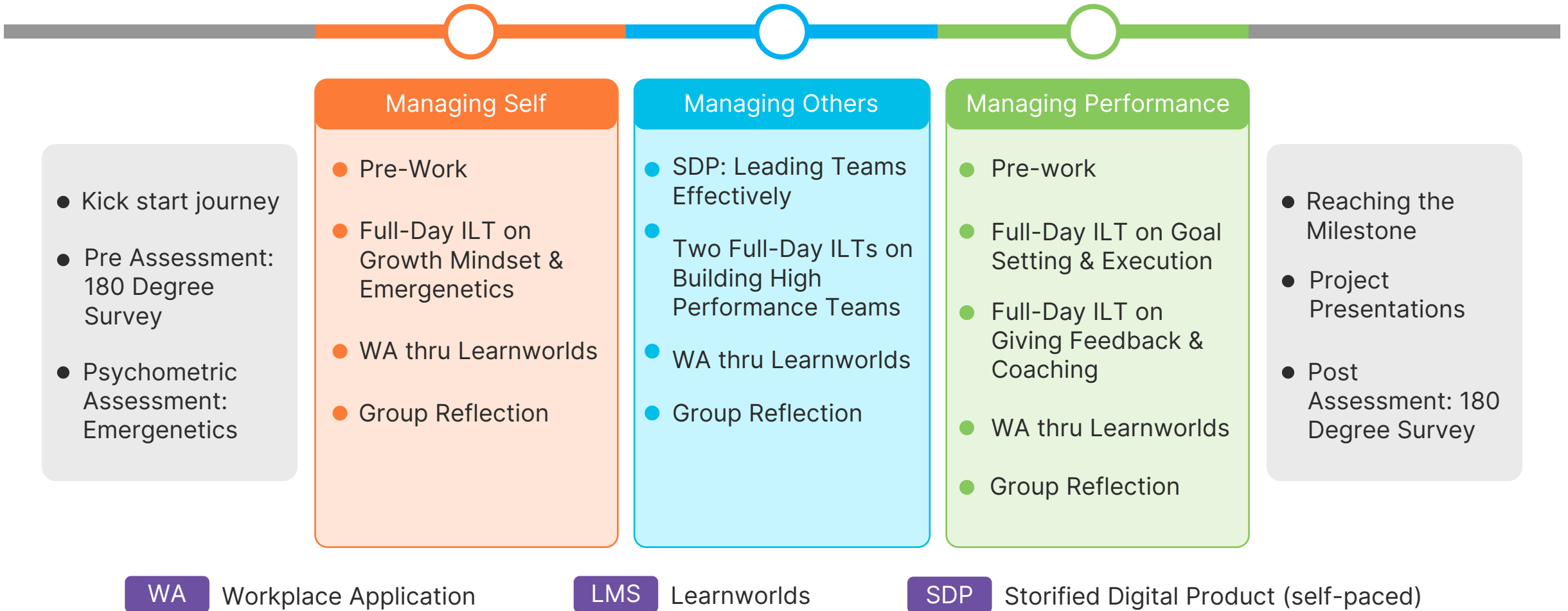




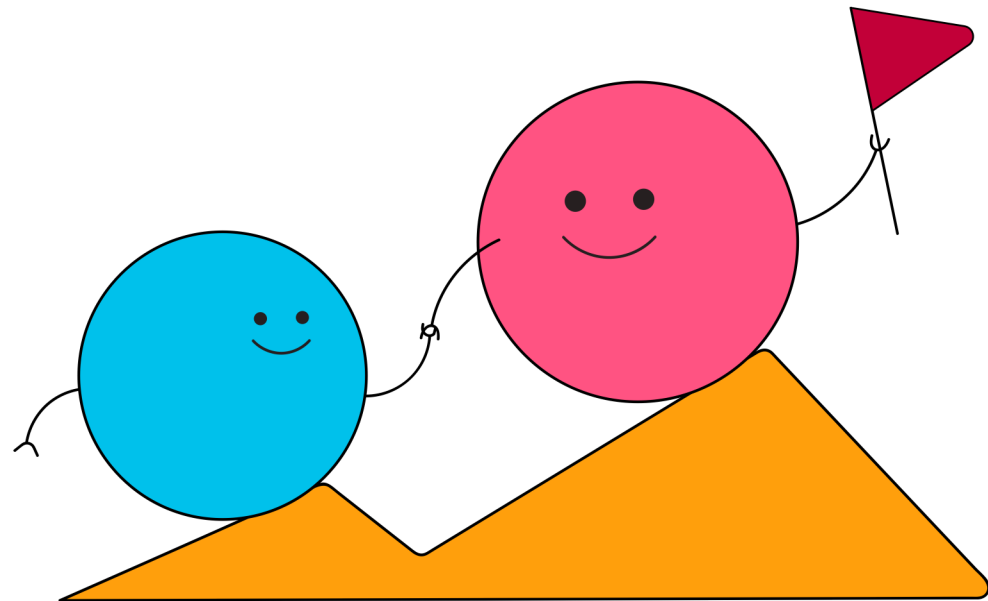
# Steps in Developing First Time Managers



# Elevate: The First Time Manager Growth Journey



# Journey Snapshot



Pre & Post 180 Survey - Psychometric Assessment



Workshops contextualized to your organization

5 Full-Day Instructor-Led Workshops



Group Reflection

3 sessions



Self-Paced Post-Session Workplace Application Modules

Self Paced Course



Optional: Internal Action Learning Project

Project Support Provided

\*Designed using learning principles from Dr. Will Thalheimer's L-TEM model for learning transfer design and measurement



# Impact Measurement (L = Levels)

L1	<b>Attendance</b> Know the topic	<ul style="list-style-type: none"><li>Attendance captured for in-person and online sessions. Progress/completion on online reinforcement and workplace application activities captured through our LMS</li></ul>	L5	<b>Decision Making Competence</b> Know, understand, analyse, & evaluate the topic	<ul style="list-style-type: none"><li>Case studies &amp; scenario-based activities through microlearning/ Storified Digital Products</li><li>Practice-Based Learning modules</li><li>Simulations</li><li>Situational Judgement Tests</li></ul>
L2	<b>Activity</b> Know the topic	<ul style="list-style-type: none"><li>Whether learners were interested and participative</li><li>Activity captured by accounts from facilitators</li><li>FocusU would also share an engaging video of the participants</li></ul>	L6	<b>Task Competence</b> Know, understand, analyse, evaluate, & apply the topic	<ul style="list-style-type: none"><li>Role plays for skill practice – peer feedback and facilitator observations</li></ul>
L3	<b>Learner Perspective</b> Know the topic	<ul style="list-style-type: none"><li>Quick feedback captured post each session. Captures learner satisfaction &amp; learner's views about their understanding of the topic.</li></ul>	L7	<b>Transfer</b> Know, understand, analyse, evaluate, & apply the topic (in the work setting)	<ul style="list-style-type: none"><li>Pre/post 180/360 degree assessments to gauge needle movement in terms of behaviours in the workplace environment</li><li>Each learner to present their application, post the learning journey, in a pre-designed format (STAR framework).</li><li>Abilities enhanced by group reflections.</li></ul>
L4	<b>Knowledge</b> Know & understand the topic	<ul style="list-style-type: none"><li>Knowledge quizzes conducted on LMS post sessions to reinforce content and gauge depth of understanding of the topic.</li></ul>	L8	<b>Effect of Transfer</b>	<ul style="list-style-type: none"><li>Qualitative feedback from learners, managers, teams, etc. on impact of learning transfer and practice of new behaviours at the workplace and beyond</li><li>Action Learning Projects</li></ul>

What has FocusU done in the space of **FTM programs?**

Here are a few of our bespoke solutions for our clients over the years...





# Case I: Healthcare Transformation Company

## Problem

The desired learning journey called Embark was designed for Core Leaders, a term used for managers at the client organisation. They consisted of newly promoted managers.

The competencies to address were shared by the client and spanned four areas: Understanding Self, Building a Team, Managing Caregiver Experience, and Leading Caregiver Experience.

## Competencies Addressed

### Understanding Self

- Role of a core leader
- Growth Mindset
- Self Assessment

### Building a Team

- Caregiver experience model - Values
- 5 dysfunctions of a team
- Conversation that counts

### Managing Caregiver Experience

- Retention strategies
- Dynamic delegation

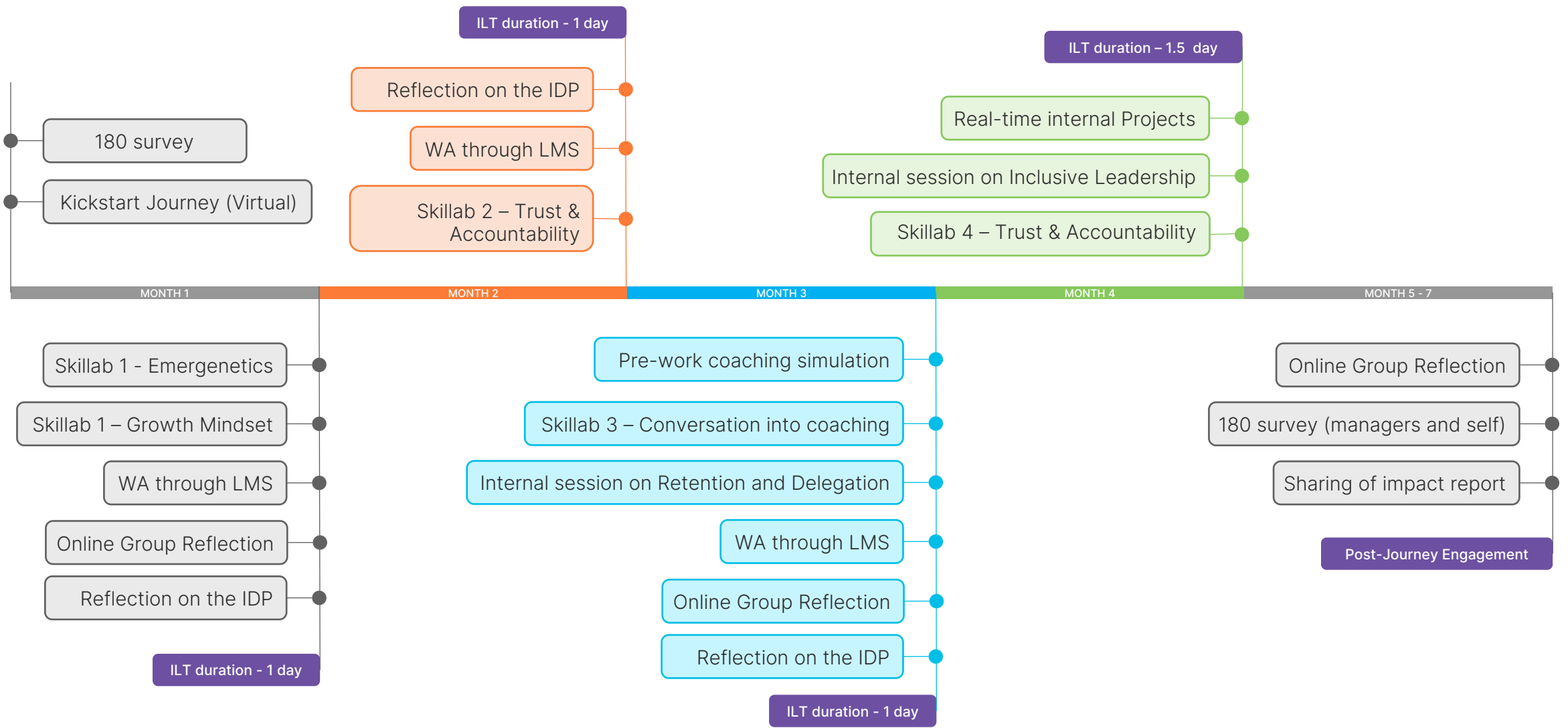
### Leading Caregiver Experience

- Foundations of inspirational leadership

Duration – 5 months

## Methodologies Used

- Assessments
  - Emergenetics Psychometric Assessment
  - 180 Degree Pre & Post Assessment
- In-Person Instructor-Led Trainings
- Online Business Simulations
- LMS-Based Post Session Reflection and Application Nudges for Learning Transfer
- Group Reflection Sessions to Troubleshoot Application-Related Challenges
- Group-Based Action Learning Projects





## Case 2: Manufacturing R&D Company

### Problem

As part of their Management Development Programme, the client organisation decided to plan a customized learning journey for its First Time Managers (FTMs) to make them both efficient and effective in dealing with the internal and external stakeholders.

The competencies targeted were specific to the competency framework defined by the client organisation internally.

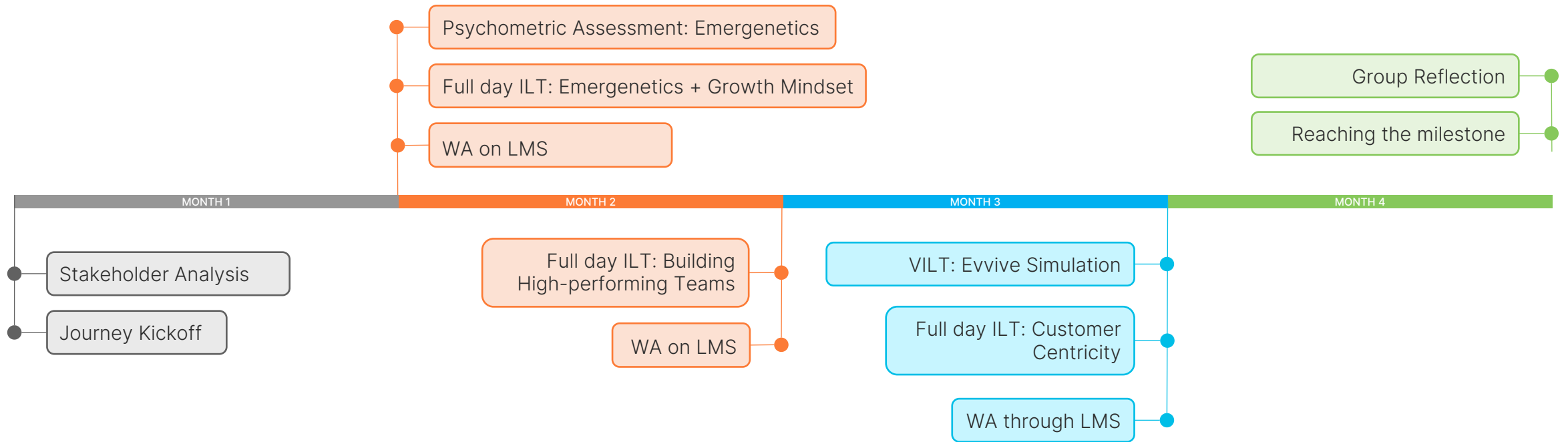
### Competencies Addressed

- Develops Self & Others
- Builds Trust
- Leverages Conflict: Seeks Diverse Inputs Provide Clarity, Focus & Commitment
- Drives Accountability
- Results: Drives Performance
- Seeks inputs from others
- Helps create a environment where team members feel safe to contribute
- Understands Customer Needs

Duration – 4 months

### Methodologies Used

- Psychometric Assessment
- In-Person Instructor-Led Trainings
- Online Business Simulations
- LMS-Based Post Session Reflection and Application Nudges for Learning Transfer
- Group Reflection Sessions to Troubleshoot Application-Related Challenges





# Case 3: Financial Services Company

## Problem

The client organisation decided to organise behavioural training programs to help employees transition into the roles of a manager/leader.

The objective of the program was to equip these new managers through a virtual learning program, with competencies to improve their leadership and people management skills that could be utilised in performing their new roles and responsibilities. There were 10 core competencies charted by the client organisation of which 5 of them needed to be covered in this journey.

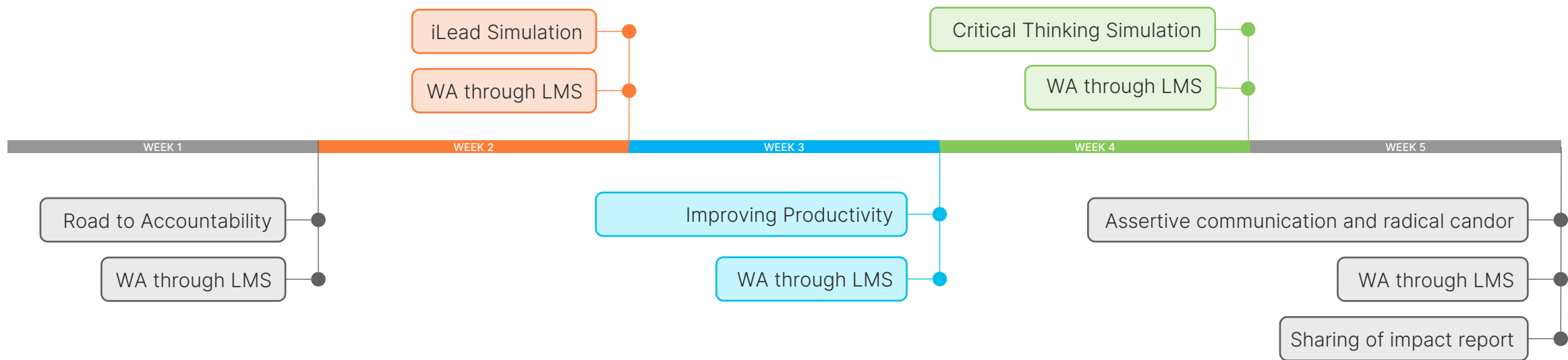
## Competencies Addressed

- Accountability
- Leading Others
- Agility
- Decision Making and Risk Taking
- Communication and Courage

Duration – 5-6 weeks

## Methodologies Used

- All Virtual Instructor-Led Trainings
- Online Business Simulations
- LMS-Based Post Session Reflection and Application Nudges for Learning Transfer



# ▶ Case 4: Motor Manufacturing Company

## Problem

The client organisation decided to create a learning journey for its first time managers. They typically approach employee learning and development using the 4D approach of Diagnose, Design, Develop and Deploy.

While they had diagnosed the learning objectives, they approached FocusU to help them design, develop, and deploy stages of the process. The objective was to tailor a learning journey across multiple touch points and impact levels for their team of first-time managers (FTM) based on their internal competency framework.

## Competencies Addressed

### Self

- Understanding People
- Interviewing Skills
- Managing “Manager” Persona

### Team

- The Leadership GRID
- Feedback Conversations
- Appreciation & Recognition

### Culture

- Coaching for Development
- Unconscious Bias for Managers

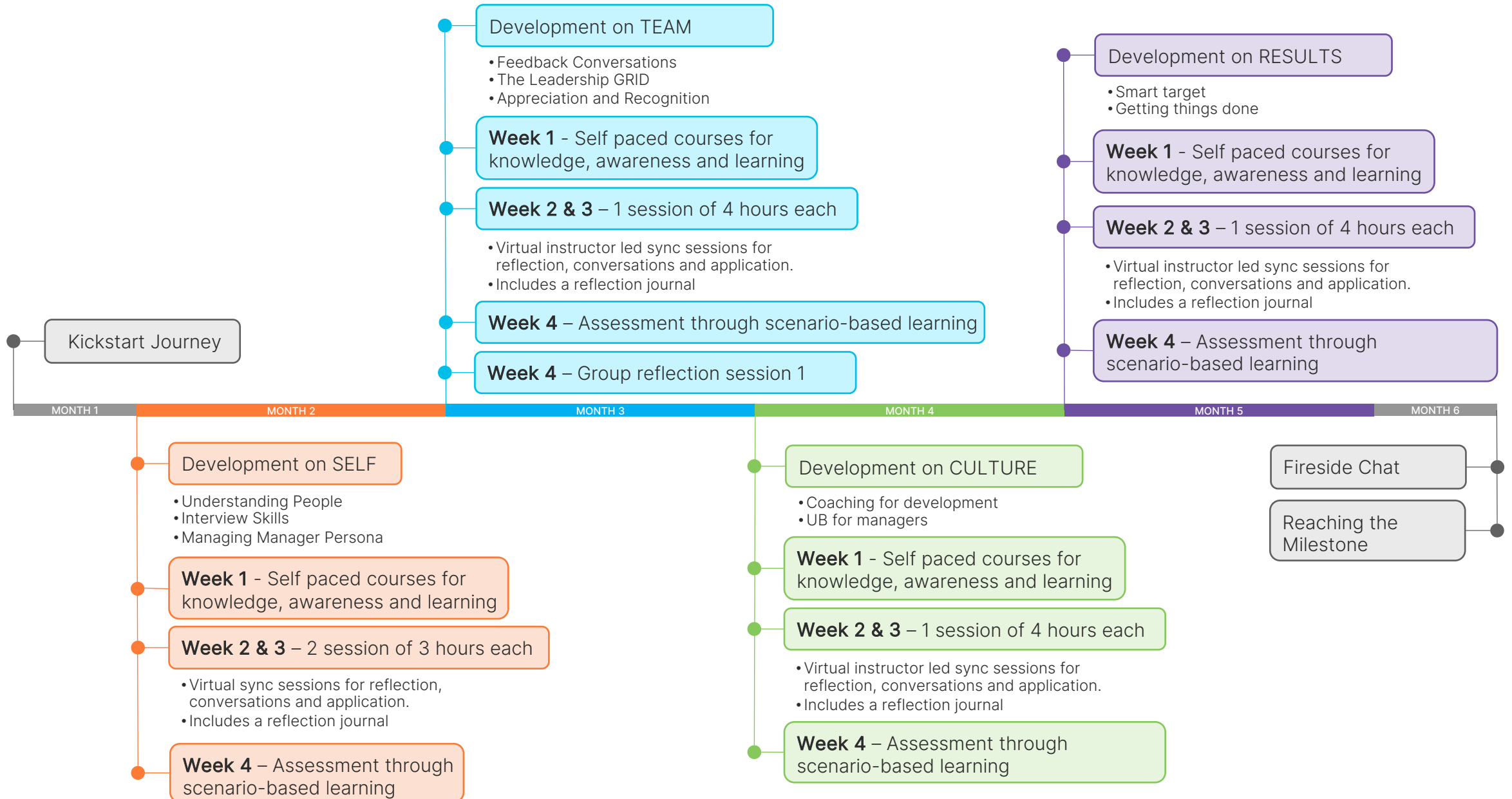
### Results

- SMART Targets
- Getting Things Done

Duration – 6 months

## Methodologies Used

- Self-Paced Storified Digital Courses
- Virtual Instructor-Led Trainings
- Scenario-Based Assessments
- Group Reflection Sessions to Troubleshoot Application-Related Challenges
- Fireside Chat







# Your End-to-End Learning Partner



## Content Capabilities

- Tailor made journeys
- Coverage of 150+ topics
- DIY Kits
- Job aids
- Micro-learning modules
- Custom gamification
- E-learning modules
- Customization of all content before delivery



## Delivery Capabilities

- Capability Development Journeys
- Team development journeys
- Virtual/Classroom/Hybrid Facilitated sessions
- Large-scale virtual asynchronous engagements
- Broad portfolio of tools & methodologies
- Facilitators with multi-national experience



## Technology Capabilities

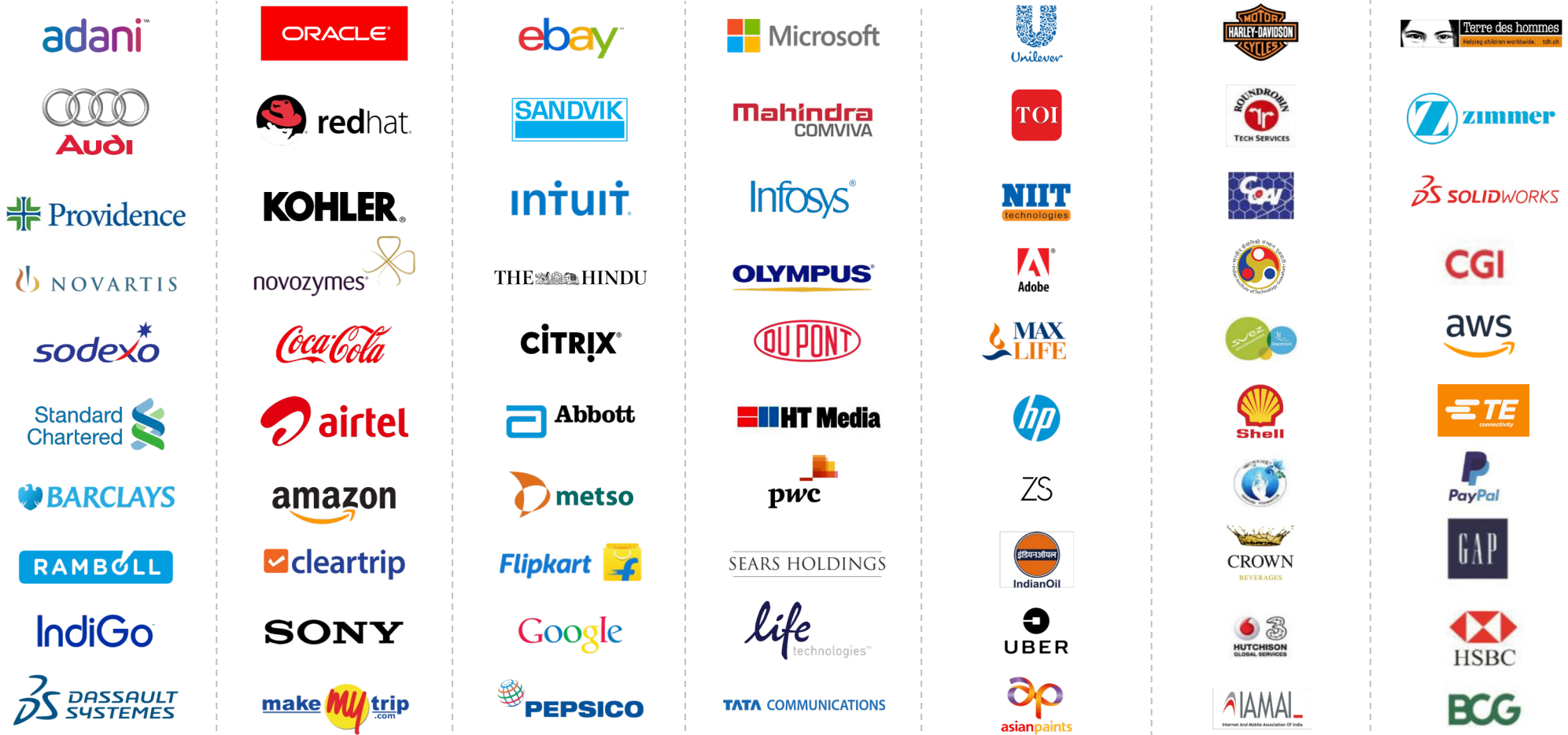
- Experiential Learning Platform for simulations
- Engaging LMS platform for tracking workplace application
- Gamification platform for engagement
- Secure Cloud Based Scalable Solutions
- Real Time Analytics & integrated Reports



## Program Management

- Inhouse Customer Experience (CX) Team for Program Management
- Program Marketing Support
- Scaffolding Learning Support
- Detailed Impact Studies

# Trusted by the best brands to create impact through learning



# What Do Our Clients Say About Our Manager Capability Development Programs?



"LEADING FOR SUCCESS" – One other brilliant session. Thanks a ton to CGI for creating a platform to explore. I thoroughly enjoyed the two day session! And I would like to share my experience with all of you who are keen

*-Sumeetha*  
**Senior Software Engineer - CGI**



This holistic approach offers a new decision-making framework that managers in a variety of enterprises, cultures, and countries are using to help ensure that the decisions they take are economically, socially, and environmentally sound. I recommend this course for both functional and technical leaders.

*-Cory L. Smith*  
**American Express**

## BLACKROCK

My overall experience as a learning consultant was definitely perfect and I would surely recommend FocusU within my network. Content for the two series of workshops on Leadership challenge was apt for our new managers and added a lot of value.

*-Upasna Bhatia*  
**Talent Management, BlackRock**



"The messages of continuous learning and co-creation were brought out beautifully through the experiential activity, during our workshop with our Top distributors. "

*-Ekta Kumar*  
**Lean and Continuous Improvement Lead- India, Shell Lubricants**

Looking Forward  
To Partnering  
With You!

focus▶U

BE  
MORE!