

## Becoming a manager

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### Abstrak

The role of the new manager demands a new mindset, new activities, and new relationships with people throughout the organization. *Becoming a Manager* guides the first-time manager through these and other challenges. Part One, *Making the Transition*, explores how to make the critical shift from individual contributor to manager; what it takes to build a successful partnership with your boss; and the key elements of managing time, which is every manager's scarcest commodity. Part Two, *Developing Your Management Skills*, examines how to use influence and persuasion to manage without formal authority; how to develop a leadership style; the elements of planning and setting goals; and the critical roles of work processes and continuous improvement. In Part Three, *Managing Others*, readers learn how to master the performance management process; adopt a process for making sound decisions; and handle difficult people and situations, including high-value customers or a difficult boss. Throughout the course, examples, exercises, *Think About It* sections, and topical sidebars provide readers opportunities for practice, feedback, and application. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through *amaselfstudy*.