

pax8Academy

INTRODUCTION TO MANAGEMENT

Syllabus

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Course Overview

The Pax8 Academy Introduction to Management course is designed to support any manager: whether new to the position or experienced, whether service, project, sales, or any other department. The course pulls a wide range of knowledge into a condensed, straightforward offering that will inspire further learning paths, provide tactical implementations for immediate use, and supply you with a framework to be the leader of a team that exceeds expectations.

Promotion to a management position comes with a new set of challenges. Our goal is to provide skills and frameworks to ease this transition and set up your team for success.

You should enroll if you are:

- An MSP owner
- A manager (Service, Project, Financial, etc.)

What You'll Get

- 4 hours of virtual, interactive, instructor-led content by an MSP-industry expert
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional resources.

Learning Objectives

By attending this course, you will:

- Value the unique roles on the team, including yours, and how to leverage them for success.
- Learn skills and tactical tools to develop an effective team, and scalable departments.
- Understand the employee lifecycle (recruiting, onboarding, training, developing, feedback, and having the hard conversations), evaluating each critical step for enhancement.
- Align goals and initiatives for efficiency and profitability.

*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.

Schedule of Topics

- Session 1: Your Role as a Manager
 - Company structure and accountability
 - Discovering your unique role and HABU
 - Setting yourself up for success
- Session 2: Building a Scalable Department with an Effective Team
 - Phases of Operational Success and Department Building Blocks
 - Building an Effective Team
 - Gaining energy and excitement through meetings
 - Focusing energy on efficiency
- Session 3: Investing into your Team
 - Hiring/Recruiting
 - Onboarding and Training
 - Employee Development and Feedback
 - The hard closures
- Session 4: Investing Upwards
 - Embrace your role as ambassador
 - Advocating and Unified Front
 - Escalations and Elevations
 - Harness the skills of an excellent collaborator

Instructor



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Additional Resources

Continue learning with these recommendations:

- [1-Minute Manager](#) by Kenneth Blanchard, Ph.D and Spencer Johnson, MD
- [The 6 Types of Working Genius](#) by Patrick M. Lencioni
- [The Culture Code](#) by Daniel Coyle
- [Traction](#) by Gino Wickman

Next Steps

Explore your next step with Pax8 Academy:

- On Demand
 - [The 5 Phases: How to Implement Change in your Business](#)
 - [Leadership Skills: Managing Conflict](#)
 - [Leadership Skills: Giving Feedback](#)
- Instructor Led Course
 - [Operations for Efficiency and Profitability](#)
 - [Finance for Service Managers](#)
 - [Leading the Leaders](#)
- Peer Groups
 - Join a Peer Group. [Apply here!](#)
- Coaching
 - Sign up for Operations Coaching [here!](#)