



Internationally Certified Training Programs



Management And Leadership

ILM Endorsed Key Managerial Skills for New Managers and Supervisors

Course Introduction

Being a manager is a tough job, but being a great one is even tougher. Just consider the array of knowledge and skills it takes to deal with a variety of people, tasks and business needs. The key to becoming a great leader is to remember that the skills that got you 'won't get you'. You need to ensure you have good management skills under your belt, but management and leadership skills for new managers and supervisors are quite different to the skills that are required by already established leaders.

This training course is designed to provide participants with the key concepts and techniques that new managers can use to effectively manage their team. This course covers topics such as responsibilities of new managers, situational leadership and its application to team leadership, delegation and motivation techniques, time and stress management, and problem solving techniques.

Target Audience

- Managers and Team Leaders
- Supervisors
- HR Professionals
- Learning and Development Specialists
- Organizational Development Practitioners
- Coaches and Aspiring Coaches
- Mentors and Aspiring Mentors
- Professionals involved in employee performance improvement
- Individuals responsible for fostering workplace development and engagement
- Leaders seeking to enhance their coaching and mentoring skills

Learning Objectives

By the end of this training course, participants will be able to:

- Gain a comprehensive understanding of the differences between coaching, counselling and mentoring.
- Analyse and recognize own coaching styles and how to apply it in coaching engagements
- Learn when to apply coaching in a workplace setting
- Identify the benefits of coaching and why sometimes coaching fails
- Acquire the skills, characteristics and qualifications of the ideal coach
- Upscale communication skills to enhance the effectiveness and the quality of coaching sessions
- Learn and apply a variety of coaching strategies, tools and techniques
- Understand the practical application of mentoring and how to create and manage mentoring relationships in the workplace .

Course Outline

• 01 Day One

Introduction and definitions

- What is coaching?
- Types of coaching
- Counseling-Coaching-Mentoring – A Continuum
- Coaching, Counseling, Mentoring – Bridging Gaps
- Formal and Informal Coaching
- Bossing vs. coaching
- Importance of coaching
- Competencies and the personality iceberg

- Behavioral vs. performance indicators

Applications, benefits, and challenges of coaching

- Applications of coaching in the workplace
- The benefit of coaching
- Why does coaching fail?
- Operational and organizational barriers
- Why do managers not coach?
- Coaching mistakes to avoid

• 02 Day Two

Coaching styles and skills

- Characteristics of an ideal coach
- How a good coach is described
- 7 masterful coaching personality traits
- Myths and realities
- Coaching styles: What kind of coach are you?
- Seven communication principles for coaching
- Gather good information with EARS
- Good habits of effective listeners

Coaching sessions, strategies, and approaches

- Elements of a good coaching session
- Pre-coaching checklist
- Coaching strategies and approaches
- Five steps of coaching
- Coaching models: TGROW and SURE
- SWOT analysis in Coaching
- The coaching wheel – selected managerial competencies
- BEST – Preview and review coaching
- Asking the right questions in coaching
- Coaching approaches for different behavioral styles (DiSC)
- Arranging the room for coaching
- Running the coaching session

• 03 Day Three

Mentoring

- What is mentoring?
- Origin of the word
- The historical mentor and modern-day definitions
- Myth about mentoring
- Corporate mentoring
- Characteristics of mentoring
- The mentoring impact
- Practical applications
- Informal vs. formal mentoring
- Why mentoring and whom to mentor?
- Benefits of mentoring
- Role and attributes of a mentor
- Mentoring relationships and life-cycle
- Mentoring meeting and agenda
- 10 commandments of mentoring

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 20, 2025	April 22, 2025	3 days	3250.00 \$	KSA - Riyadh
Aug. 18, 2025	Aug. 20, 2025	3 days	3250.00 \$	UAE - Abu Dhabi
Oct. 27, 2025	Oct. 29, 2025	3 days	3250.00 \$	UAE - Dubai