Management And Leadership

Developing New Managers

Course Introduction

This training Program is designed with the aim of developing new managers and leaders within organizations. This training program will provide participants with the insight to develop a personal strategy to optimize their performance, as well as, make the most of the capabilities of others in the organization, establish strategic and well-defined goals, gain and maintain respect from peers, and overcome difficult personnel challenges.

Target Audience

Newly promoted managers, first-time leaders, and those transitioning into management roles who want to build a solid foundation of leadership skills and gain confidence in managing teams, projects, and organizational goals.

Learning Objectives

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

- Identify The Leadership Challenge for new managers.
- Interpret the Four Competencies of Effective Leadership.
- Identify the Leadership Skills That Will Be Needed in the Next Five Years.
- Explore the Forces Encouraging Leadership and the Constraints Working.
- Identify the Types of Teams and why teams fail.
- Master Understanding employees' characteristics.
- Identify and apply the stages of team development (Tuckman).
- Master acquiring emotional intelligence skills.
- Identify the 4 principles of interpersonal communication for new managers.
- Develop Active listening and Questioning Skills.
- Master Building Trust and Credibility with employees.

- Identify and apply techniques of Conflict Resolution.
- Master building Accountability and Commitment.
- Understand how to Build Effective Workplace Relationships.
- Acquire effective Problem-Solving and Decision Making skills.
- Interpret and apply Coaching skills for Modern-day Managers.
- Master the art of influencing and motivation.
- Identify how to allocate tasks to others and master delegation.

Course Outline

- **01 Day One**

  Introduction to Leadership – A Working Leadership Model

  - The Leadership Challenge.
  - The Four Competencies of Effective Leadership.
  - Define What Leadership Is from a Supervisor's Point of View.
  - Effective "Followership".
  - Behavioural Differences between Leaders and Managers.
  - Rank Leadership Characteristics.
  - Identify the Leadership Skills That Will Be Needed in the Next Five Years.
  - Explore the Forces Encouraging Leadership and the Constraints Working.
  - Examine Your Own Leadership Capability.
  - Leading With a Positive Attitude.

  Teams and leadership:

  - Teams Vs. Groups.
  - Types of Teams.
  - Why teams fail?
  - Understanding your employees' characteristics.
  - Top Qualities of a Successful team.
  - Stages of team development (Tuckman).
  - Case studies.

- **02 Day Two**

Emotional Intelligence:

- What Is Emotional Intelligence? And why it's important for new managers?
- Self-Awareness and Self-Management.
- Overcoming Emotional Triggers.
- Social Awareness and Relationship Management.

Effective Communication Skills:

- Workplace Communication Fundamentals.
- Elements of the communication process.
- Communication delivery aspects.
- The 4 principles of interpersonal communication.
- Verbal and Nonverbal communication.
- Active listening techniques.
- Communication Behaviors.

Communications and Perceptions:

- How Perceptions Influence Relationships.
- Distracting When Communicating One-on-One and in Groups.
- Questioning Skills: How to Ask Effective Questions.
- Building Trust and Credibility with employees.
- Understanding and Managing Assumptions.
- Reducing Defensiveness.
- Applying Direct and Indirect Messages.
- Conflict Resolution: overcoming negative responses.
- Resolve a Communication Case Created from Other Group Members' Work Experiences.
- Building Accountability and Commitment: Best Practices.
- Case Studies.
- Role-Playing Activity.

- **03 Day Three**

Building Effective Workplace Relationships:

- Defining the "Ideal Relationship".
- Behaviours – Those That Support / Those That Undermine.
- Assessing Your Relationships.
- Self-Awareness and Self-Concept.
- Knowledge Is Power – Share Fully.

◦ Using Feedback Skills to Build High-Performance Relationships.

Problem-Solving and Decision Making:

◦ Problem Solving: models and techniques.

◦ Rapid solution focused methods of problem solving.

◦ Creative Problem Solving: a powerful model for increased innovation.

◦ Powerful Effective Decision-Making Model.

◦ Utilising Kaizen techniques for agile efficiency.

Coaching for Modern-day Managers:

◦ Coaching and mentoring definitions.

◦ Coaching or Mentoring: What is perfect for your employees?

◦ Coaching for getting the best of employees.

◦ Coach underachiever to success!

◦ How to plan for each employee's continuous development?

◦ Understanding Coaching models and styles.

◦ Role-Playing Activity.

• **04 Day Four**

Influencing Others to Action:

◦ Defining your personal influence.

◦ Choosing the Right Influencing Strategy (and Avoiding the Wrong Ones).

◦ Influencing Without Formal Authority.

◦ Effectively Using Assertive – Responsive Techniques.

◦ Using the Influence Model to maximum effect.

◦ Using powerful feedback for actionable results.

◦ Case Studies.

◦ Role-Playing Activity.

Mastering the art of motivation:

◦ Myths about motivation.

◦ The main theories.

◦ Current trends and issues.

◦ Implications for managers.

Increasing Performance and delegation:

- ◦ Key areas of Performance Management.
- ◦ Setting powerful goals.
- ◦ Task management and priority allocation.
- ◦ Your Guide to effective delegation.
- ◦ Use delegation to motivate and empower your employees.
- ◦ The dos and don'ts of delegation
- ◦ Advanced motivation techniques in delegating.

• **05 Day Five**

Effectively Responding and Adapting to Change:

- ◦ Benefits of Change.
- ◦ Resistance to Change.
- ◦ Change and Transition.
- ◦ Engaging Groups in Change.
- ◦ Leader's Action Plan.

The secret recipe to build a HIGH-PERFORMANCE teams:

- ◦ Causes of low performance.
- ◦ The 5 behaviors of high-performance teams.
- ◦ Design and assess performance goals.
- ◦ Interdependency and collaboration.
- ◦ How Shared values and principles unite the team?!

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4250.00 $	UAE - Abu Dhabi
July 7, 2025	July 11, 2025	5 days	4250.00 $	UAE - Dubai

FROM	TO	DURATION	FEES	LOCATION
Dec. 1, 2025	Dec. 5, 2025	5 days	4950.00 $	Turkey - Antalya