



Management And Leadership

First Time Managers

Course Introduction

The Need for Leader Turn

Researches nowadays indicates that about 2 million employees got promoted into management roles every year, almost 60% of those first-time managers fail. This huge percentage of failure happens because of the challenges they meet during the dramatic shift from being a good employee to become first-time manager.

The Business Case

Being a successful employee makes you on a parallel track of being a successful manager. These two parallel tracks will never reunion at any point unless you will start to make a “Leader Turn” to join a safe transition journey for the 1st line managers. “Leader Turn” is your gate for a safe transition phase from an individual contributor to a brilliant 1st time Manager; by providing training and skills needed to make a smooth transition.

Gaining these essential skills and the right tools will be acquired through an enjoyable learning journey depending on 3 main pillars:

- Unleash your leadership potential
- The Leader within you
- People management

Target Audience

Newly Promoted Managers.

- Team Leaders.
- First-Time Supervisors.
- Project Managers.
- Small Business Owners.
- Department Heads.

Learning Objectives

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

- Recognize the foundation of leadership and maintain the proper leadership mindset.
- Explore briefly the basic skills any new or potential leader needs
- Recognize the ACCEL Model components
- Associate the team formation steps and the different roles within the team.
- Illustrate the situational Leadership Model
- Learn key tools and techniques to become more effective managers and get things done.
- Gain the skills in decision-making and problem-solving within the organization.
- Effectively create and manage a powerful, results-driven team.
- Respond to conflict in the workplace
- Know how to give constructive and continuous feedback
- Plan the next steps for being a better leader

Course Outline

• 01 Day One

Introduction

- What's leadership and what's not
- Group Vs Team
- Leader Vs Manager
- Management levels & Roles
- Strategic holistic view

Unleash your Leadership Potential

- Know what's your Leadership style
- 5 levels of leadership – John C Maxwell

The Leader Within You: Leader's Mindset

- Result driven thinking

- Adopting an agile mindset
- Growth mindset
- From “Me” to “We”

• 02 Day Two

Business Acumen

- Key Financial Awareness
- Key Performance Indicators (KPIs)
- Setting Realistic Challenging targets
- Action planning & Corrective actions

Leader’s essential skills

- The Leader Assertive language
- Time management & organizing
- Conflict management
- Solving problems creatively

People Management

- Team Structure
- Tuckman model
- Belbin’s Team 9 roles
- Situational leadership model

• 03 Day Three

Problem solving and decision making

- Tools and techniques
- The traditional approach to problem solving
- The helicopter view
- The Ishikawa fishbone technique
- The How-How technique
- The dos and don’ts of brainstorming techniques

Creating and Managing Result-Driven Team

- Differences between teams and work groups
- What makes a team
- How teams can fail
- Characteristics of high performing teams
- Stages of team formation
- Teams dynamics and team building

- Situational leadership and its application to team leadership
- Current trends and issues

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 4, 2025	May 6, 2025	3 days	3250.00 \$	KSA - Jeddah
Aug. 18, 2025	Aug. 20, 2025	3 days	3250.00 \$	UAE - Dubai
Dec. 1, 2025	Dec. 3, 2025	3 days	3950.00 \$	Thailand - Bangkok