



Consulting and Training | Reach New Heights

Course Name

Management Skills for New Managers

Sector Name

Management And Leadership

Document Type

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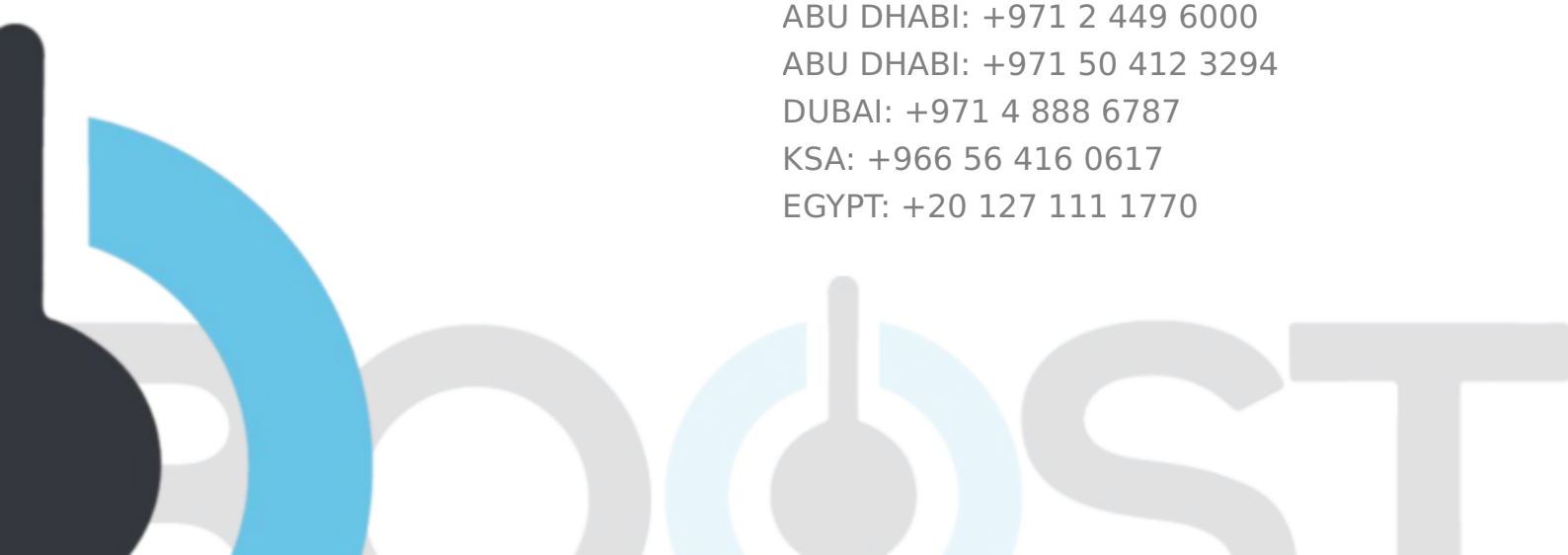
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Management Skills for New Managers

Course Introduction

The transition from individual contributor to manager requires more than technical expertise. New managers must develop the ability to lead people, communicate expectations, delegate effectively, manage performance, resolve challenges, and create an environment where their teams can succeed.

This **five-day** program from **BOOST** provides newly appointed and aspiring managers with the practical knowledge, leadership capabilities, and management tools needed to confidently assume their responsibilities and deliver results through others.

Participants will learn how to establish credibility, adapt their management style, build productive working relationships, set meaningful goals, develop team members, and navigate the challenges associated with managing former peers and diverse teams.

The program combines practical management frameworks, interactive discussions, real-world case studies, leadership simulations, and hands-on exercises to help participants translate learning into immediate workplace application.

By the end of the program, participants will have developed a structured management toolkit and a personalized action plan to strengthen their leadership effectiveness and improve team performance.

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Management Skills for New Managers

Target Audience

- ✓ Newly appointed managers and supervisors.
- ✓ First-time people managers and team leaders.
- ✓ Employees transitioning from technical or specialist roles into management.
- ✓ High-potential employees preparing for future management responsibilities.
- ✓ Project leaders and coordinators responsible for guiding others.
- ✓ Managers with limited formal management training.
- ✓ Supervisors seeking to strengthen their leadership and people-management capabilities.

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Management Skills for New Managers

Learning Objectives

- ✓ Successfully transition from an individual contributor to an effective people manager.
- ✓ Understand the responsibilities, expectations, and challenges associated with first-line management.
- ✓ Apply appropriate leadership styles to different employees and workplace situations.
- ✓ Build trust, credibility, and psychological safety within their teams.
- ✓ Communicate expectations clearly and conduct effective team and one-to-one meetings.
- ✓ Set meaningful goals, define performance expectations, and establish accountability.
- ✓ Delegate responsibilities effectively without micromanaging.
- ✓ Coach employees, provide constructive feedback, and support individual development.
- ✓ Motivate team members and create an engaging, collaborative work environment.
- ✓ Address underperformance, workplace conflict, and difficult conversations professionally.
- ✓ Apply practical problem-solving and decision-making techniques to managerial challenges.
- ✓ Manage competing priorities, workload, and pressure while maintaining team productivity.

- ✓ Lead diverse, cross-functional, and hybrid teams with greater confidence.
- ✓ Develop a practical 30-60-90-day management effectiveness plan.

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Management Skills for New Managers

Course Outline

✓ DAY 1

Transitioning into Management and Establishing Leadership Credibility

Module 1: Understanding the Role of the New Manager

- ✓ The transition from managing personal tasks to achieving results through others.
- ✓ Key responsibilities of managers, supervisors, and team leaders.
- ✓ Balancing operational delivery, people management, and organizational expectations.
- ✓ Understanding managerial authority, responsibility, and accountability.
- ✓ Common mistakes made by first-time managers and how to avoid them.
- ✓ Shifting from being the technical expert to enabling team success.
- ✓ Managing expectations from senior leaders, colleagues, and direct reports.

Module 2: Developing Your Management Identity and Leadership Style

- ✓ Understanding the difference between management and leadership.
- ✓ Identifying personal leadership strengths and development areas.
- ✓ Exploring directive, coaching, supportive, and empowering leadership approaches.
- ✓ Applying situational leadership according to employee capability and confidence.
- ✓ Understanding the impact of leadership behavior on team performance.

- ✓ Establishing a management philosophy grounded in fairness, consistency, and accountability.
- ✓ Developing confidence, presence, and professional credibility as a new manager.

Module 3: Emotional Intelligence and Self-Awareness

- ✓ Recognizing the importance of emotional intelligence in management.
- ✓ Understanding self-awareness, self-regulation, empathy, and interpersonal awareness.
- ✓ Identifying personal triggers, assumptions, and behavioral patterns.
- ✓ Managing emotions and maintaining composure under pressure.
- ✓ Responding constructively to challenging employee behavior.
- ✓ Building trust through consistency, transparency, and respect.

Module 4: Navigating the First 90 Days

- ✓ Managing the transition from colleague to manager.
- ✓ Establishing professional boundaries when supervising former peers.
- ✓ Understanding team dynamics and existing expectations.
- ✓ Conducting effective introductory meetings and listening sessions.
- ✓ Identifying immediate priorities, early wins, and potential risks.
- ✓ Developing an initial stakeholder engagement and team assessment plan.

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Management Skills for New Managers

Course Outline

✓ DAY 2

Communicating Effectively and Building High-Performing Teams

Module 1: Communication Skills for Managers

- ✓ Communicating with clarity, confidence, and purpose.
- ✓ Setting clear expectations and reducing misunderstandings.
- ✓ Understanding the impact of verbal, nonverbal, and written communication.
- ✓ Practicing active listening, questioning, and clarification techniques.
- ✓ Adapting communication to different personalities and working styles.
- ✓ Addressing communication barriers across cultures and generations.
- ✓ Communicating managerial decisions with transparency and professionalism.

Module 2: Building Trust and Productive Working Relationships

- ✓ Creating a culture of trust, inclusion, and mutual respect.
- ✓ Understanding psychological safety and its influence on team effectiveness.
- ✓ Encouraging open communication and constructive participation.
- ✓ Building relationships with direct reports, peers, and senior management.
- ✓ Managing upward and aligning with leadership expectations.
- ✓ Strengthening cross-functional collaboration and stakeholder engagement.
- ✓ Establishing professional credibility without relying solely on formal authority.

Module 3: Team Development and Collaboration

- ✓ Understanding the characteristics of effective and high-performing teams.
- ✓ Recognizing the stages of team development.
- ✓ Clarifying team purpose, roles, responsibilities, and working arrangements.
- ✓ Building a team charter and defining standards of collaboration.
- ✓ Identifying strengths, capabilities, and development needs within the team.
- ✓ Managing diverse, multicultural, and multigenerational teams.
- ✓ Encouraging ownership, cooperation, and shared accountability.
- ✓ Supporting collaboration across in-person, remote, and hybrid environments.

Module 4: Leading Effective Meetings and One-to-One Discussions

- ✓ Establishing a practical rhythm for team communication.
- ✓ Planning and facilitating productive team meetings.
- ✓ Structuring effective one-to-one conversations.
- ✓ Encouraging meaningful participation and balanced discussion.
- ✓ Managing dominant personalities, disengagement, and competing views.
- ✓ Capturing decisions, actions, responsibilities, and follow-up commitments.
- ✓ Reducing unnecessary meetings and improving communication efficiency.

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Management Skills for New Managers

Course Outline

✓ DAY 3

Planning, Delegation, and Performance Management

Module 1: Setting Direction and Translating Strategy into Action

- ✓ Connecting team responsibilities with organizational goals and priorities.
- ✓ Translating broad objectives into practical team deliverables.
- ✓ Establishing SMART objectives and meaningful performance expectations.
- ✓ Identifying key performance indicators and success measures.
- ✓ Clarifying responsibilities, deadlines, quality standards, and expected outcomes.
- ✓ Prioritizing work according to impact, urgency, and available resources.
- ✓ Aligning individual responsibilities with team and organizational objectives.

Module 2: Effective Delegation and Employee Empowerment

- ✓ Understanding delegation as a tool for productivity and employee development.
- ✓ Identifying tasks to delegate, retain, automate, or escalate.
- ✓ Matching responsibilities with employee capability, readiness, and development needs.
- ✓ Clarifying authority levels, decision-making boundaries, and expected outcomes.
- ✓ Conducting effective delegation conversations.
- ✓ Monitoring progress without micromanaging.

- ✓ Supporting employees while maintaining accountability.
- ✓ Overcoming common delegation barriers and building trust in team capability.

Module 3: Managing and Improving Employee Performance

- ✓ Understanding the continuous performance management cycle.
- ✓ Establishing performance expectations from the beginning.
- ✓ Conducting regular performance check-ins and progress reviews.
- ✓ Differentiating between capability, motivation, resource, and behavior issues.
- ✓ Using objective evidence to assess performance fairly.
- ✓ Addressing performance gaps promptly and constructively.
- ✓ Recognizing achievement and reinforcing positive performance.
- ✓ Documenting agreed actions, support requirements, and follow-up commitments.

Module 4: Time, Workload, and Productivity Management

- ✓ Managing competing priorities and competing stakeholder demands.
- ✓ Applying the Eisenhower Matrix to prioritize managerial responsibilities.
- ✓ Identifying team capacity constraints and workload imbalances.
- ✓ Reducing bottlenecks, unnecessary approvals, and inefficient processes.
- ✓ Protecting time for strategic thinking, employee development, and follow-up.
- ✓ Using digital tools and responsible AI applications to support planning, meeting summaries, and routine administrative work.
- ✓ Maintaining confidentiality and applying organizational policies when using digital or AI-enabled tools.

Management Skills for New Managers

Course Outline

✓ DAY 4

Coaching, Motivation, Feedback, and Difficult Conversations

Module 1: Coaching Employees for Growth and Performance

- ✓ Understanding the manager's role as a coach and developer of talent.
- ✓ Distinguishing between coaching, mentoring, directing, and advising.
- ✓ Applying the GROW coaching model to workplace conversations.
- ✓ Asking effective questions that encourage ownership and reflection.
- ✓ Helping employees identify options, remove barriers, and commit to action.
- ✓ Supporting both high-performing employees and employees requiring improvement.
- ✓ Creating practical individual development opportunities.
- ✓ Building coaching into regular one-to-one discussions.

Module 2: Providing Constructive Feedback

- ✓ Understanding the role of feedback in performance, learning, and engagement.
- ✓ Delivering timely, specific, balanced, and actionable feedback.
- ✓ Applying the Situation-Behavior-Impact framework.
- ✓ Separating observable facts from assumptions and personal judgment.
- ✓ Reinforcing effective behaviors through positive recognition.

- ✓ Managing defensive reactions and emotional responses.
- ✓ Receiving feedback professionally and modeling continuous improvement.
- ✓ Agreeing on clear next steps and monitoring progress.

Module 3: Motivation, Engagement, and Employee Recognition

- ✓ Understanding what motivates individuals beyond financial rewards.
- ✓ Recognizing differences in employee needs, expectations, and working preferences.
- ✓ Creating a motivating environment through purpose, autonomy, growth, and recognition.
- ✓ Identifying early signs of disengagement, stress, or declining morale.
- ✓ Recognizing contributions in meaningful and appropriate ways.
- ✓ Encouraging employee involvement in decisions and improvements.
- ✓ Supporting employee well-being while maintaining performance standards.
- ✓ Retaining high-performing employees through development and career conversations.

Module 4: Managing Conflict and Difficult Conversations

- ✓ Understanding common causes of workplace conflict.
- ✓ Distinguishing between productive disagreement and damaging conflict.
- ✓ Identifying personal conflict management preferences.
- ✓ Preparing for difficult conversations involving performance, behavior, or relationships.
- ✓ Addressing issues early while maintaining dignity and professionalism.
- ✓ Using structured dialogue, active listening, and collaborative problem-solving.
- ✓ De-escalating tension and responding to resistance constructively.
- ✓ Agreeing on solutions, responsibilities, and follow-up actions.



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Course Outline

✓ DAY 5

Decision-Making, Leading Change, and Creating a Management Action Plan

Module 1: Problem-Solving and Managerial Decision-Making

- ✓ Defining problems accurately and distinguishing symptoms from root causes.
- ✓ Gathering relevant information and considering different perspectives.
- ✓ Applying practical root-cause analysis techniques, including the 5 Whys.
- ✓ Generating and evaluating potential solutions.
- ✓ Balancing urgency, risk, organizational priorities, and stakeholder impact.
- ✓ Recognizing common decision-making biases.
- ✓ Knowing when to decide independently, involve the team, or escalate.
- ✓ Communicating decisions clearly and monitoring implementation.

Module 2: Leading Through Change and Uncertainty

- ✓ Understanding the manager's role in translating organizational change into team action.
- ✓ Recognizing common employee responses to change.
- ✓ Communicating the purpose, implications, and expectations associated with change.
- ✓ Addressing concerns, uncertainty, and resistance constructively.

- ✓ Maintaining engagement and productivity during periods of transition.
- ✓ Encouraging adaptability, learning, and continuous improvement.
- ✓ Supporting team resilience and maintaining stability under pressure.

Module 3: Managing Stakeholders and Strengthening Managerial Influence

- ✓ Identifying key internal and external stakeholders.
- ✓ Understanding stakeholder expectations, interests, and influence.
- ✓ Building productive relationships across departments and functions.
- ✓ Influencing without relying exclusively on formal authority.
- ✓ Communicating team achievements, risks, and resource requirements effectively.
- ✓ Advocating for team development, workload balance, and operational needs.
- ✓ Managing upward through proactive updates, solution-focused communication, and alignment with leadership priorities.

Module 4: Building a Sustainable Management Practice

- ✓ Establishing effective daily, weekly, and monthly management routines.
- ✓ Integrating goal-setting, delegation, coaching, and performance conversations.
- ✓ Identifying personal leadership habits that support sustainable success.
- ✓ Managing stress, resilience, and professional boundaries.
- ✓ Creating a culture of accountability, recognition, and continuous learning.
- ✓ Measuring improvements in team performance, engagement, and collaboration.
- ✓ Developing a personalized 30-60-90-day management effectiveness plan.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 25, 2026	Oct. 29, 2026	5 days	2150.00 \$	Virtual , Online
Jan. 25, 2027	Jan. 29, 2027	5 days	5950.00 \$	USA , Texas
June 28, 2027	July 2, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 17, 2027	Oct. 21, 2027	5 days	4250.00 \$	KSA , Riyadh

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