



Consulting and Training | Reach New Heights

Course Name

First Time Managers

Sector Name

Management And Leadership

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First Time Managers

Course Introduction

The Need for Leader Turn

Researches nowadays indicates that about 2 million employees get promoted into management roles every year, and 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 becoming a 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 reunite 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

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Target Audience

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

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Learning Objectives

- ✓ 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

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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 your Leadership style is
- ✓ 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"



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Course Outline

✓ 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

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Course Outline

✓ 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 a 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



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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 30, 2027	Sept. 1, 2027	3 days	3250.00 \$	UAE , Dubai
Dec. 7, 2026	Dec. 9, 2026	3 days	3950.00 \$	Thailand , Bangkok
Feb. 1, 2027	Feb. 3, 2027	3 days	3250.00 \$	UAE , Dubai
May 23, 2027	May 25, 2027	3 days	3250.00 \$	KSA , Jeddah

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