

## MANAGEMENT SKILLS FOR NEW MANAGERS

*"Building the Confidence and Competence to Lead Teams and Drive Results from Day One"*

### Schedule

Date	Venue	Fees (Face-to-Face)
14 - 18 Sep 2026	London - UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

Stepping into a management role for the first time can be both exciting and challenging. New managers must quickly learn how to lead teams, delegate tasks, make decisions, and navigate interpersonal dynamics—often with little formal training. Without the right foundation, even the most talented professionals can struggle to transition effectively into leadership roles.

This intensive 5-day course equips new and aspiring managers with essential skills and tools to lead confidently, communicate clearly, and manage team performance successfully. Through practical exercises, simulations, and coaching, participants will gain the knowledge and self-assurance needed to thrive in their new role.

### Objectives

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

- Understand the core responsibilities and mindset of effective managers
- Set clear goals, delegate appropriately, and manage team performance
- Communicate assertively and provide constructive feedback
- Build trust, resolve conflict, and motivate individuals and teams
- Prioritize tasks, manage time, and make sound decisions

## Why Attend

- Gain a strong foundation in people management and leadership skills
- Learn how to transition from individual contributor to team leader
- Avoid common mistakes and grow into your role with clarity and confidence
- Develop your leadership presence and emotional intelligence
- Return to your workplace with tools to manage tasks, people, and outcomes

## Target Audience

This program is designed for:

- Newly appointed managers and supervisors
- Team leads or technical experts transitioning to people leadership
- High-potential professionals being prepared for managerial roles
- Department coordinators and office managers
- First-time people managers across all industries

## Individual Benefits

Key competencies that will be developed include:

- Team leadership and delegation
- Communication, coaching, and feedback delivery
- Conflict resolution and motivation
- Planning, prioritization, and time management
- Emotional intelligence and decision-making under pressure

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Smoother transitions into leadership roles with less disruption
- Greater team accountability and performance alignment
- Improved manager-employee communication and engagement
- Reduced management errors and performance gaps
- A stronger leadership pipeline and succession planning capability

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Key concepts in management, leadership, and people development
- Case Studies - Real-world challenges faced by first-time managers
- Workshops - Hands-on practice in goal-setting, coaching, and team management
- Peer Exchange - Shared experiences, reflection, and feedback
- Tools - Checklists, templates, and action plans for managing teams and tasks

## MAWA EVENTS

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## Course Outline

### DETAILED 5-DAY COURSE OUTLINE

**Training Hours: 7:30 AM - 3:30 PM** Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

#### Day 1: Stepping Into Management

- Module 1: Understanding the Role of a Manager (07:30 - 09:30) • Manager vs. leader: similarities and differences • Key responsibilities: planning, leading, organizing, controlling • Common challenges for first-time managers
- Module 2: Shifting from Peer to Leader (09:45 - 11:15) • Navigating relationships and expectations • Building credibility and gaining respect • Establishing early wins
- Module 3: Setting Clear Goals and Expectations (11:30 - 01:00) • SMART objectives and KPIs • Aligning team goals with organizational strategy • Communicating direction effectively
- Module 4: Workshop - Role Transition Mapping (02:00 - 03:30) • Identifying personal growth areas • Building your first-100-day plan

#### Day 2: Communication and Team Leadership

- Module 1: Communication Skills for Managers (07:30 - 09:30) • Active listening, clarity, and approachability • Communication channels and tone • Running effective team meetings
- Module 2: Building High-Performance Teams (09:45 - 11:15) • Team roles and collaboration • Psychological safety and trust-building • Recognizing and leveraging strengths
- Module 3: Delegation and Empowerment (11:30 - 01:00) • What and how to delegate • Overcoming reluctance to delegate • Empowering team ownership and accountability
- Module 4: Workshop - Delegation Planner (02:00 - 03:30) • Practical delegation case • Peer review and action plan

#### Day 3: Managing Performance and Giving Feedback

- Module 1: Coaching for Performance (07:30 - 09:30) • The coaching mindset and role • GROW model for performance conversations • Everyday coaching vs. formal reviews
- Module 2: Giving Feedback Effectively (09:45 - 11:15) • Feedback frameworks: SBI, BOOST • Balancing praise and improvement messages • Managing emotional reactions
- Module 3: Handling Difficult Conversations (11:30 - 01:00) • Planning and structuring tough discussions • Staying objective and respectful • Escalation and follow-up
- Module 4: Workshop - Feedback Role Plays (02:00 - 03:30) • Practicing feedback scenarios • Group debrief and improvement tips

#### Day 4: Managing Time, Priorities, and Conflict

- Module 1: Time and Task Management (07:30 - 09:30) • Planning your day/week/month • Prioritizing with urgency/importance matrices • Delegating time-consuming tasks
- Module 2: Conflict Management Skills (09:45 - 11:15) • Understanding conflict types and causes • Conflict resolution styles • Maintaining professionalism under pressure
- Module 3: Decision-Making Under Pressure (11:30 - 01:00) • Structured vs. intuitive decisions • Group decision-making tools • Risk-based thinking
- Module 4: Workshop - Conflict Scenarios & Prioritization Exercise (02:00 - 03:30) • Simulation activity • Peer feedback and shared strategies

#### Day 5: Leadership Identity and Final Integration

- Module 1: Leading with Emotional Intelligence (07:30 - 09:30) • Self-awareness and regulation • Reading others and adapting leadership styles • Building connection and empathy
- Module 2: Leadership Styles and Influence (09:45 - 11:15) • Situational leadership model • Motivation and influence techniques • Earning trust and inspiring effort
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Module 3: Final Review and Personal Action Planning (11:30 – 01:00) • Course recap and key takeaways • Building a 90-day development plan • Feedback and next steps

- Module 4: Certification and Course Wrap-Up (02:00 – 03:30) • Knowledge review • Certificate distribution • Peer networking and farewell

### Certification

Participants will receive a Certificate of Completion in Management Skills for New Managers, confirming their readiness to lead teams, manage responsibilities, and contribute confidently to their organization's success.

### Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

#### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

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