

€ TRAINING

Essential Skills for the New Manager and
Supervisor





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Introduction:

This workshop is designed to equip new managers and supervisors with the critical skills needed to lead teams effectively, make sound decisions, and navigate their roles with confidence. It provides a foundation in key management principles and practical tools to handle the challenges of team leadership and performance management.

Workshop Objectives:

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

- Understand core management and supervisory skills essential for team leadership.
- Develop effective communication and conflict-resolution techniques.
- Apply time management and delegation strategies to improve productivity.
- Learn methods for motivating and building strong, cohesive teams.
- Manage performance and provide constructive feedback.

Target Audience:

- Newly promoted managers and supervisors.
- Team leads transitioning to management roles.
- Professionals preparing for a management position.
- Supervisors seeking to enhance their foundational management skills.
- HR professionals supporting leadership development initiatives.

Workshop Outline:

Unit 1:

Foundations of Management and Supervision:

- Explore the roles and responsibilities of managers and supervisors.
- Understand different management styles and their impact on teams.

- Learn key principles of effective decision-making.
- Discuss common challenges faced by new managers.

Unit 2:

Communication and Conflict Resolution:

- Develop communication skills for clear and effective interactions.
- Explore active listening and its importance in leadership.
- Learn conflict-resolution techniques to handle team issues constructively.
- Understand the role of emotional intelligence in managing team dynamics.
- Practice providing clear instructions and setting expectations.

Unit 3:

Motivation, Delegation, and Performance Management:

- Discover strategies for motivating team members to achieve goals.
- Learn how to delegate tasks effectively while maintaining accountability.
- Explore methods for managing performance and setting performance goals.
- Develop skills for giving constructive feedback and coaching.
- Establish a framework for ongoing team development and success.