

Assistant Manager Responsibilities Workshop: From Support to Leadership

Kigali (Rwanda)

14 - 18 September 2026

UK Training

PARTNER



Assistant Manager Responsibilities Workshop: From Support to Leadership

Code: LM32 **From:** 14 - 18 September 2026 **City:** Kigali (Rwanda) **Fees:** 4200 **Pound**

Introduction

The Assistant Manager Responsibilities Workshop: From Support to Leadership is designed to empower emerging leaders who are ready to transition from supportive roles to influential leadership positions. In today's competitive business environment across the Middle East and North Africa, organizations demand assistant managers who not only support daily operations but also inspire, lead, and drive strategic initiatives.

This workshop provides a structured roadmap for assistant managers who aspire to sharpen their leadership skills, master team dynamics, and contribute strategically to organizational success. Whether you work in oil and gas, finance, government, telecom, or project management, this course equips you with practical tools to lead confidently and effectively.

Participants will gain hands-on experience in decision-making, communication, conflict resolution, and performance management – all essential for shaping the next generation of impactful leaders.

Workshop Objectives

By the end of the Assistant Manager Responsibilities Workshop: From Support to Leadership, participants will be able to:

- Understand the evolving role and core responsibilities of assistant managers.
- Apply advanced communication techniques to motivate and guide teams.
- Develop decision-making and problem-solving capabilities under pressure.
- Manage team performance, set goals, and provide constructive feedback.
- Navigate workplace conflicts and implement practical resolution strategies.
- Align personal growth with organizational objectives for long-term success.
- Transition smoothly from support functions to strategic leadership roles.
- Cultivate a proactive mindset to drive team innovation and engagement.

Workshop Modules

Day 1: Understanding the Assistant Manager Role

- Define the assistant manager's evolving responsibilities in modern organizations.
- Explore the difference between support functions and leadership duties.
- Analyze case studies highlighting successful transitions to leadership.
- Identify common challenges in shifting from support to management.
- Introduction to emotional intelligence and its role in leadership.
- Interactive exercises on self-assessment and personal leadership style.

Day 2: Mastering Communication and Influence

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, sans-serif font.

UK Training
PARTNER

- Learn verbal and non-verbal communication techniques for leaders.
- Develop persuasive skills to influence team members and stakeholders.
- Practice active listening for better team understanding and engagement.
- Strategies for communicating during crises and high-pressure situations.
- Build trust and credibility through transparent communication.
- Group activities on delivering feedback and leading meetings effectively.

Day 3: Decision-Making and Problem-Solving

- Frameworks for analytical and strategic decision-making.
- Tools for evaluating risks and opportunities within teams.
- Practical exercises in real-life decision-making scenarios.
- Techniques for fostering a culture of accountability and ownership.
- Role-playing sessions for resolving complex team challenges.
- Action plans for implementing solutions and tracking outcomes.

Day 4: Performance Management and Team Development

- Set measurable goals and performance indicators for teams.
- Conduct fair and motivating performance evaluations.
- Foster continuous learning and skill development among team members.
- Address underperformance effectively and empathetically.
- Encourage innovation and creative problem-solving in the team.
- Design personal development plans aligned with organizational strategy.

Day 5: Transitioning to Strategic Leadership

- Understand the strategic impact of assistant managers on organizational success.
- Balance operational efficiency with long-term strategic vision.
- Build cross-functional relationships and influence beyond your team.
- Techniques for driving cultural change and organizational improvement.
- Final workshop project: creating a personal leadership roadmap.
- Feedback and individual coaching sessions for future action planning.

Why Attend This Workshop? Wins & Losses!

- Develop a strong foundation in leadership and managerial skills.
- Increase your value and visibility within your organization.
- Gain practical tools for conflict resolution and team motivation.
- Build confidence in strategic decision-making.
- Improve your ability to manage performance and develop talent.
- Enhance communication skills crucial for modern leadership.
- Receive a recognized certification that strengthens your professional profile.
- Network with leaders across different industries and sectors.

Conclusion

The Assistant Manager Responsibilities Workshop: From Support to Leadership offers a comprehensive guide for aspiring leaders who want to redefine their career paths and make a lasting impact. By focusing on the critical

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is white and black squares. In the background, there are concentric circles.

UK Training
PARTNER



transition from support to leadership, this workshop empowers participants to navigate new challenges confidently and strategically.

With practical modules, hands-on activities, and real-world case studies, this workshop goes beyond theory to deliver actionable insights and tools. Participants leave with a clear leadership roadmap and the skills needed to inspire teams and contribute meaningfully to organizational success.

If you're ready to transform from a supportive role to a strategic leader, this workshop is your stepping stone to success. Join today and start building the skills that will shape your future as an impactful leader.

A graphic of a chessboard with a checkered pattern. In the foreground, three chess pawns are visible: a black pawn, a grey pawn, and a gold pawn. The gold pawn is the largest and is positioned on a white square. Behind it, the black and grey pawns are on black squares. In the background, there are concentric circles radiating from the center of the board.

UK Training
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training