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Assistant Manager Responsibilities Workshop: From Support to Leadership

21 – 25 March 2027
Amman (Jordan)



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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

- 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 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.

