BLACKBIRD FOR TRAINING

Management Skills for New Managers: 1-Week Intensive Course

9 – 13 August 2027
Cape Town (South Africa)



Management Skills for New Managers: 1-Week Intensive Course

Ref: 3255921_356065 **Date:** 9 – 13 August 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Introduction

Transitioning into a management role is one of the most important milestones in a professional career. The move from being an individual contributor to becoming a manager requires much more than technical expertise. New managers are expected to lead people, manage performance, communicate effectively, motivate employees, make informed decisions, and align team efforts with organizational objectives. Successfully navigating this transition requires a strong foundation in management principles, leadership skills, and practical workplace techniques.

The New Managers Development Programme has been specifically designed to equip newly promoted managers, supervisors, and team leaders with the essential knowledge, management competencies, and leadership capabilities required to succeed in their new roles. Rather than focusing solely on management theory, this intensive one-week programme combines practical learning, interactive workshops, real-world case studies, and workplace scenarios that help participants confidently apply management principles within their organizations.

Throughout the programme, participants develop essential competencies in leadership, communication, delegation, team building, performance management, coaching, decision-making, problem-solving, change management, time management, and strategic thinking. The course also emphasizes building high-performing teams, improving employee engagement, strengthening accountability, resolving workplace conflicts, and creating a culture of continuous improvement that supports long-term organizational success.

By integrating proven management practices with practical leadership techniques, this programme enables participants to strengthen their managerial effectiveness, improve team performance, communicate with confidence, and successfully balance operational responsibilities with strategic leadership. Participants leave the programme equipped with practical tools that can be immediately applied to enhance productivity, develop people, and contribute to sustainable organizational growth.

Course Objectives

By the end of this New Managers Development Programme, participants will be able to:



- Understand the transition from individual contributor to effective manager.
- Develop essential management competencies and leadership capabilities.
- Identify leadership styles and understand their impact on team performance.
- Set clear goals, priorities, and performance expectations for team members.
- Strengthen communication and interpersonal management skills.
- Apply active listening and constructive feedback techniques.
- Delegate responsibilities effectively while increasing accountability and ownership.
- Empower employees through effective delegation and performance support.
- Manage difficult conversations and workplace conflicts professionally.
- Build and lead high-performing teams.
- Motivate employees and improve engagement levels.
- Conduct effective performance reviews and coaching discussions.
- Address performance challenges using practical coaching techniques.
- Apply analytical thinking and structured problem-solving methodologies.
- Improve managerial decision-making in complex workplace situations.
- Lead organizational change while effectively managing resistance.
- Strengthen time management and prioritization skills.
- Develop a strategic management mindset that supports organizational objectives.
- Create a personal leadership development plan for continuous professional growth.

Course Outlines

Day 1: Foundations of Management

- Understand the shift from individual contributor to manager.
- Clarify management roles, responsibilities, and expectations.
- Explore different leadership styles and their practical impact.
- Set clear goals and performance expectations for team members.
- Build confidence in your new management role.

Day 2: Effective Communication and Delegation

- Strengthen interpersonal communication skills.
- Practice active listening and constructive feedback.
- Delegate work in a way that builds accountability and trust.
- Empower team members through clear responsibilities and follow-up.
- Manage difficult conversations and resolve conflicts professionally.

Day 3: Team Building and Performance Management

- Create and lead high-performing teams.
- Apply motivation techniques to improve engagement.
- Build team trust, collaboration, and accountability.
- Conduct effective performance reviews.
- Address poor performance with clarity, fairness, and a coaching mindset.



Day 4: Decision Making and Problem Solving

- Apply analytical thinking to workplace challenges.
- Use structured problem-solving techniques.
- Make informed decisions under pressure.
- Manage change and overcome resistance.
- Encourage innovation and creativity within the team.

Day 5: Strategic Leadership and Personal Development

- Develop a strategic mindset as a manager.
- Align team goals with organizational objectives.
- Improve time management and prioritization.
- Balance operational tasks with leadership responsibilities.
- Create a personal leadership development plan for continued growth.

Why Attend this Course: Wins & Losses!

- Gain the confidence required to succeed as newly promoted managers.
- Strengthen leadership and management competencies applicable to everyday workplace situations.
- Improve communication, delegation, coaching, and feedback skills.
- Build stronger, more engaged, and higher-performing teams.
- Enhance decision-making and analytical problem-solving capabilities.
- Improve performance management and employee development practices.
- Develop practical conflict resolution and change management skills.
- Strengthen strategic thinking while maintaining operational excellence.
- Improve time management and prioritization of managerial responsibilities.
- Create a structured leadership development plan for continuous career growth.
- Increase employee engagement, accountability, and workplace collaboration.
- Contribute more effectively to organizational performance and long-term business success.

Conclusion

The New Managers Development Programme provides a comprehensive framework for helping newly promoted managers transition successfully into leadership roles. By combining practical management techniques with proven leadership principles, the program enables participants to develop the confidence, knowledge, and skills required to lead teams effectively and contribute to organizational success.

Throughout the program, participants strengthen their capabilities in leadership, communication, delegation, coaching, performance management, conflict resolution, decision-making, problem-solving, change management, strategic thinking, and time management. Through interactive exercises, workplace simulations, leadership assessments, and practical case studies, they gain valuable experience that can be immediately applied within their organizations.



The course also emphasizes the importance of building high-performing teams, improving employee engagement, establishing accountability, and creating a positive workplace culture that supports continuous improvement. Participants learn how to balance daily operational responsibilities with long-term strategic objectives while developing the leadership mindset needed to motivate others, manage change, and achieve sustainable business results.

By the end of the program, participants will possess a practical leadership toolkit that enables them to communicate effectively, delegate confidently, coach employees successfully, resolve workplace challenges professionally, and make sound managerial decisions. These capabilities prepare new managers to strengthen organizational performance, support employee development, and become confident leaders capable of driving continuous improvement and long-term organizational success.

