



*Training Course:  
Management and Leadership Skills for New  
Managers and Supervisors*

*23 - 27 September 2024  
Milan (Italy)*

## Training Course: Management and Leadership Skills for New Managers and Supervisors

Training Course code: LS234688 From: 23 - 27 September 2024 Venue: Milan (Italy) - Training Course Fees: 5250 € Euro

### Introduction

This New Management & Team Leadership training course enables experienced managers to “master” people management & to have confidence that team leadership can be taught and makes a tangible difference to the manager, the team and the organization. An important area is that the difference between leadership and management is essential to understand.

But what makes a leader truly credible? Why and how are followers actually inspired? Part of the answer is the ability to “influence” others - organizations get more from motivated teams than groups of individuals. Leadership makes this happen; it is a skill that involves understanding a number of core management concepts then being able to put these into practice. This training seminar equips experienced managers with leadership tools that enable them to thrive in any situation.

### This training course will highlight:

- How to be more effective, increase personal impact, make better use of time, and delegate appropriately?
- Appreciate the benefits of clear communication, influence through building rapport, how to recognize and then manage conflict
- Key factors and steps in team building, people management and how to motivate
- Mastering people management & team leadership through dynamic coaching, mentoring and development
- Understanding and defining the key aspects and potential of your role

### Course Objectives

This training seminar will introduce the fundamental principles of how to effectively manage people and lead teams, and show participants how to share this knowledge through active coaching and mentoring.

At the end of this training seminar, you will learn to:

- Understand your role as manager and leader
- Establish clear objectives and standards of performance for your teams
- Manage your workload using effective prioritization and delegation techniques
- Maximize your influencing skills through skilled communication
- Build an effective team and exceed expectations

### Training Methodology

This training course uses a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays and syndicate discussions. Formal inputs are used to introduce underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with novel - and sometimes challenging - techniques.

### Organizational Impact

Participants who have shared and practiced different ways of performing the key leadership functions offer:

- Increased self-awareness, flexibility and confidence.
- Motivated to deal with operational tasks
- Better able to stand back from the everyday detail
- Capable of focusing on the longer-term organizational needs
- Secure in the knowledge that their team are truly capable, or able to identify why not

## Personal Impact

Participants will be exposed to and gain:

- Increasing career flexibility: managers with these skills are in short supply
- A range of different approaches to leadership and management practice
- The ability to select leadership and management approaches most suitable for their situation and personal style
- Confidence through the opportunity to experiment with key techniques before applying them in the workplace
- The self-assurance to move beyond traditional assumptions about the "right" way to manage

## Target Audience

This training course facilitates the transfer of knowledge regards how to manage and lead. It combines technical theory "book smarts" with real life experience "street smarts". It is applicable for all levels and functions within a company.

This training course is suitable to a wide range of professionals but will greatly benefit:

- Those who need to develop their understanding about leadership, management and communication
- Those who are looking for business gains and benefits from managing their teams more effectively
- New Leaders and managers responsible for working through others to achieve company goals

## Course Outlines

### DAY 1

#### Understanding Your Role

- Leader or Manager?
- Self-perception
- Beyond the Job Description: Finding-out What Your Organization Requires of You
- Balancing Conflicting Stakeholder Demands
- Understanding the Nature of Change
- A Model for Implementing Change

### DAY 2

#### Personal Effectiveness, Time Management and Delegation

- Understanding Yourself and Your Organizational Environment
- Outcome Orientation
- Setting Personal and Team Objectives
- Managing Performance
- Finding and Using Time Effectively
- A Model for Effective Delegation

### DAY 3

#### Communication, Influence and Conflict Management

- Channels of Communication
- Effective Listening Skills
- Emotions and Rapport
- Persuasion and Negotiation: The Keys to Personal Influence
- Managing Conflict Assertively

### DAY 4

#### Team Building, People Management and Motivation

- How High-performing Teams Work?
- Identifying Team Roles
- Motivation and Reward
- Building and Sharing a Vision
- Different Approaches to Leadership

### DAY 5

#### Enhancing Team Performance through Coaching and Development

- How People Learn?
- Coaching for Personal and Team Growth
- Feedback Skills
- Development Planning
- Next Steps

## Registration form on the Training Course: Management and Leadership Skills for New Managers and Supervisors

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.