



*Training Course:  
Succeeding as a New Manager*

*15 - 19 September 2025  
Milan (Italy)*

## Training Course: Succeeding as a New Manager

Training Course code: MA1084 From: 15 - 19 September 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

### Introduction

This program provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication, and understanding of human interaction, helping new managers/supervisors know how to use productive leadership and management techniques.

### Objectives :

- Understand and develop skills necessary for new managers/supervisors
- Learn the importance of managing strategic thinking
- Learn how to set goals and plan effectively and efficiently
- Develop an ability to establish a customer focus in management
- Develop positive interpersonal techniques for better people relationships
- Improve their ability to make higher quality decisions
- Apply concepts of team building, team performance, and motivation
- Learn how to establish and maintain time management techniques
- Understand the role of stakeholders and learn techniques of stakeholder management
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals, and objectives
- Develop improvement plans to accomplish work and improve performance

### Course Methodology :

This program is an interactive mixture of lectures, discussions, activities, and practice on management and supervisory skills. It provides definitions, examples, discussion, and activities designed to promote skill building with interaction and discussion among participants. Activities and work on practice case studies are used to deliberately highlight the concepts taught and allow participants to practice new skills.

### Course Outlines :

New managers and supervisors are in a unique role of being able to direct and manage a group of people, but at the same time are learning the best methods of leadership and management. This program is designed to give participants an understanding of key management and supervisory leadership skills, methods, processes, and procedures, as well as practice techniques. The principles used are easily adapted to any type of organization or individual's management role.

## Course Outlines :

### Day 1 - Leadership Skills Required of a New Manager/Supervisor

- Identification of management and supervisory leadership skills
- Challenges supervisors face in dynamic, changing organizations
- Identifying the life cycle of organizations
- The role of leadership in today's successful organizations
- Understanding the role of strategic management in leadership
- The importance of the leadership of a customer focus

### Day 2 - Importance of Goal Setting and Planning Management for a Manager/Supervisor

- Developing goals and objectives that align with the company's business plan
- Integrating goals, scope, work structure, and management planning
- Developing a concept of planning based on standardized principles
- Identifying the role of stakeholders in effective planning
- Using a planning process to set planning goals and get work started
- Integrating initiating objectives, scope, work structure, and management planning

### Day 3 - Time Management and Communication as Effective Disciplines for New Managers/Supervisors

- Determining how a person's style of work affects time management
- Using a process to identify time issues and solutions to the issues
- Learning how empowerment is used in time management
- Importance of leadership and communication methods
- Learning the impact of verbal and non-verbal communication
- Developing an active listening communication style

#### Day 4 - How New Managers/Supervisors Build Effective Interpersonal Interactions

- Characteristics of interpersonal interaction for individuals
- Identification of personal interaction styles
- Individual strengths and challenges of interpersonal interaction styles
- Successful interpersonal interaction develops trust
- Stages of team development and the supervisor's role in each
- Understanding how people work better using varied interaction types

#### Day 5 - Developing Personal and Work Group Improvement Plans

- Encouraging innovation and improvement as a supervisor
- Understanding interpersonal work group dynamics
- Identification of change processes and human change
- Dealing with people who do not want to change
- Developing an action plan for personal and workgroup improvement

## Registration form on the Training Course: Succeeding as a New Manager

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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,  
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