



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

*27 June - 1 July 2027
Amman (Jordan)*

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

Training Course code: LS234688 From: 27 June - 1 July 2027 Venue: Amman (Jordan) - Training Course Fees: 4200 € Euro

Introduction

The Management and Leadership Skills for New Managers and Supervisors program is designed to help new and developing managers build the essential skills required to lead teams effectively and achieve organizational goals. The program focuses on the transition from individual contributor to successful leader by developing core competencies in leadership, communication, delegation, motivation, coaching, and team management.

Participants will gain practical tools and techniques to improve decision-making, enhance team performance, manage workplace challenges, and build confidence in leading people. The program also emphasizes the difference between management and leadership and how combining both creates high-performing teams and sustainable organizational success.

Course Objectives

By the end of this training program, participants will be able to:

- Understand the difference between leadership and management.
- Develop effective communication and influencing skills.
- Set clear goals and performance expectations for teams.
- Apply delegation and time management techniques effectively.
- Build and lead high-performing teams.
- Improve problem-solving and conflict management capabilities.
- Motivate employees and enhance team engagement.
- Apply coaching and feedback techniques for employee development.
- Manage workplace change and organizational challenges confidently.
- Create action plans to improve leadership effectiveness.

Target Audience

- New Managers and Supervisors
- Team Leaders and Coordinators
- Recently Promoted Professionals
- Department Supervisors
- Junior and Mid-Level Managers
- Professionals Transitioning into Leadership Roles
- Individuals Responsible for Managing Teams and Performance

5-Day Training Outline

Day 1: Understanding Management and Leadership

- Differences between management and leadership
- Roles and responsibilities of managers and supervisors
- Developing leadership confidence and credibility
- Understanding organizational expectations
- Managing stakeholder relationships
- Leading through organizational change
- Fundamentals of effective leadership behavior

Day 2: Personal Effectiveness, Planning, and Delegation

- Personal effectiveness and self-management
- Goal setting and outcome orientation
- Prioritization and workload management
- Time management techniques for managers
- Effective delegation strategies
- Monitoring performance and accountability
- Improving productivity and efficiency

Day 3: Communication, Influence, and Conflict Management

- Effective communication skills for leaders
- Active listening and emotional intelligence
- Building trust and professional relationships
- Influencing and persuasion techniques
- Negotiation skills for managers
- Managing workplace conflict professionally
- Handling difficult conversations confidently

Day 4: Team Leadership and Motivation

- Building high-performing teams
- Understanding team dynamics and team roles
- Leadership styles and situational leadership
- Motivating employees and improving engagement
- Creating a shared vision and team culture
- Encouraging collaboration and teamwork
- Managing performance and team productivity

Day 5: Coaching, Development, and Continuous Improvement

- Principles of coaching and mentoring
- Supporting employee learning and development
- Providing constructive feedback effectively
- Creating development plans for team members
- Building a culture of continuous improvement
- Leadership action planning
- Final review and implementation strategies

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

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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