

ADVANCED NEW MANAGER AND LEADERSHIP TECHNIQUES



GENTEX[®]
TRAINING CENTER



Introduction

A new manager is expected to lead, decide, and deliver from the first week, often with no formal preparation. The Advanced New Manager and Leadership Techniques Training Course provides that preparation through techniques built for the realities of first management roles. Participants learn to establish authority without friction, set standards, delegate with clear ownership, and run productive conversations with their teams. Furthermore, the course covers priority management, feedback, and early handling of performance issues. In addition, it addresses motivation, coaching, and building credibility quickly. As a result, participants return with proven techniques they can apply the following Monday, not just theory.

Advanced New Manager and Leadership Techniques Course Objectives

- Establish authority and credibility in the first weeks of management.
- Set clear expectations, standards, and SMART objectives for the team.
- Apply the situational leadership model to individual team members.
- Delegate using defined authority levels and ownership rules.
- Run structured one-to-one meetings and progress reviews.
- Deliver feedback using the SBI model and act on feedback received.
- Use the GROW model to coach team members during daily work.
- Address performance, conduct, and absence issues early and fairly.
- Manage priorities and workload using the Eisenhower Matrix.
- Build a personal management routine and development plan.

Course Methodology

- Instructor-led sessions built around first-time management scenarios.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Leadership style self-assessment and structured reflection.
- Case studies of new manager challenges and how they were resolved.
- Role-play exercises on delegation, feedback, and difficult conversations.
- Group workshops building team charters and management routines.
- Continuous knowledge checks and a final assessed management project.

Who Should Take This Course

- Newly appointed managers and team leaders.
- Supervisors stepping into management responsibility.
- Specialists promoted into people leadership positions.
- Project leads accountable for team delivery.
- Deputy managers preparing to take charge.
- High-potential staff preparing for management roles.

Advanced New Manager and Leadership Techniques Course Outlines

Day 1: Establishing Yourself as a Manager

- What changes when you move from doing to leading.
- Leading former colleagues and renegotiating relationships.
- Authority, responsibility, and accountability boundaries.
- Common new manager mistakes and how to avoid them.
- Setting personal standards and a reliable management routine.
- Situational leadership applied to your new team.
- Workshop: designing your first 90-day management plan.





Day 2: Standards, Objectives, and Delegation Techniques

- Setting clear expectations and behavioural standards.
- SMART objectives and measures of success.
- Delegation levels and matching tasks to capability.
- Overcoming the habit of taking work back.
- Briefing work clearly and confirming understanding.
- Tracking progress without micromanaging.
- Workshop: delegating a live task with defined authority.

Day 3: Communication and One-to-One Techniques

- Communication styles and adapting to individual team members.
- Active listening, questioning, and summarising techniques.
- Running structured one-to-one meetings that people value.
- Team briefings with agendas, decisions, and follow-up.
- Written communication through email and Microsoft Teams.
- Delivering feedback using the SBI model.
- Workshop: running a structured one-to-one conversation.

Day 4: Performance and Difficult Situation Techniques

- Performance management essentials and objective measures.
- Setting improvement expectations with support plans.
- Handling lateness, absence, and conduct early and consistently.
- Mediating conflict between team members.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Conducting difficult conversations with fairness and composure.
- Escalation boundaries and involving HR correctly.
- Workshop: running a performance improvement conversation.

Day 5: Coaching, Priorities, and Personal Development

- Coaching daily work with the GROW model.
- Motivation, recognition, and sustaining team morale.
- Managing your own time across management and delivery.
- Prioritising with the Eisenhower Matrix and time blocking.
- Building credibility, trust, and emotional regulation.
- Building a personal management development plan.
- Workshop: presenting a management action plan.

Conclusion

By successfully completing the Advanced New Manager and Leadership Techniques Training Course, participants will have acquired the knowledge to establish authority credibly, set standards and objectives, delegate with clear ownership, conduct useful one-to-ones, coach their teams, and handle performance matters early and fairly. They will also gain practical techniques for managing their own workload while leading. Furthermore, the course prepares new managers to avoid the early mistakes that undermine team trust. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready management techniques.

FAQs





Q1 What is the "Advanced New Manager and Leadership Techniques" course about?

It is a practical programme of techniques for people in their first management role. It covers establishing authority, setting standards and objectives, delegation with clear authority, one-to-one and briefing practice, feedback, performance and conduct handling, coaching, and priority management.

Q2 What are the key benefits of the "Advanced New Manager and Leadership Techniques" course?

Participants gain tested techniques they can use immediately, which shortens the learning curve of a first management role. The course reduces personal overload through better delegation, improves team communication and morale, lowers avoidable conflict and turnover, and builds credibility with both the team and senior management.

Q3 What skills will I gain from the "Advanced New Manager and Leadership Techniques" course?

Expectation setting and objective design; delegation with defined authority levels; one-to-one, briefing and structured feedback techniques; and performance, conduct and coaching conversation handling.



Q4 What tools, methods, or standards are covered in the "Advanced New Manager and Leadership Techniques" course?

The course covers the situational leadership model, SMART objectives, delegation level models, the SBI feedback model, the GROW coaching model, the Eisenhower Matrix and time blocking, one-to-one meeting formats, performance improvement plans, escalation and HR referral boundaries, and structured briefing and debriefing formats.

Q5 How is the "Advanced New Manager and Leadership Techniques" course applied in real-world practice?

Graduates apply it by agreeing a first 90-day plan, setting team standards and objectives, and delegating with explicit authority levels. They also hold regular one-to-ones, give feedback as work happens, coach members through new tasks, address lateness or performance issues early, and protect time for both management and delivery duties.