

ASSISTANT MANAGER SKILLS DEVELOPMENT COURSE



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Introduction

Assistant managers sit in the middle of the management structure: close enough to the work to know the detail, senior enough to be trusted with decisions. The Assistant Manager Skills Development Course Training Course builds the skills that make that position effective rather than merely busy. Participants learn to support their manager without waiting for instruction, coordinate work across teams, and step up confidently when the manager is absent. Furthermore, the course covers delegation, briefing, feedback, and handling daily problems early. In addition, it addresses performance tracking, documentation, and stakeholder handling. As a result, participants return able to act as a reliable second line and prepare for promotion.

Assistant Manager Skills Development Course Objectives

- Clarify the assistant manager role, its authority, and its boundaries.
- Support the manager proactively rather than reactively.
- Coordinate work across teams and manage shared deadlines.
- Step into the manager's place confidently during absence.
- Apply the Eisenhower Matrix and time blocking to a divided workload.
- Delegate tasks with clear ownership and follow-up discipline.
- Brief teams clearly and confirm understanding of tasks.
- Give feedback using the SBI model and handle daily issues early.
- Track performance using registers, KPIs, and progress reviews.
- Communicate with stakeholders and represent the department professionally.

Course Methodology

- Instructor-led sessions built around real assistant manager responsibilities.

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- Practical exercises in priority planning, briefing, and delegation.
- Case studies of assistant managers in corporate, public, and industrial settings.
- Role-play exercises on feedback, difficult requests, and stepping in.
- Group workshops building trackers, briefings, and coverage plans.
- Continuous knowledge checks and a final assessed assistant manager project.

Who Should Take This Course

- Assistant managers and deputy managers.
- Team leaders preparing for management responsibility.
- Senior supervisors and section deputies.
- Executive assistants with operational duties.
- Project coordinators supporting a manager.
- High-potential staff preparing for management roles.

Assistant Manager Skills Development Course Outlines

Day 1: The Assistant Manager Role

- What the assistant manager role includes and what it does not.
- Authority, accountability, and decision boundaries.
- Supporting the manager proactively and anticipating needs.
- Understanding organisational structure and reporting lines.
- Professional conduct, discretion, and information handling.
- Building credibility with teams, peers, and senior management.
- Workshop: defining an assistant manager role profile.





Day 2: Priority, Time, and Workload Management

- The Eisenhower Matrix and prioritising competing demands.
- Time blocking and protecting focus within a divided role.
- Managing shared deadlines across teams.
- Tracking systems for tasks, actions, and follow-ups.
- Balancing operational duties with management responsibilities.
- Handling interruptions, urgent requests, and escalation decisions.
- Workshop: planning a full assistant manager week.

Day 3: Delegation, Briefing, and Coordination

- Delegation levels and matching tasks to capability.
- Briefing tasks clearly and confirming understanding.
- Coordinating between departments and managing dependencies.
- Running effective team and coordination meetings.
- Documenting decisions and actions in registers.
- Following up without micromanaging.
- Workshop: delegating and briefing a live task.

Day 4: Performance, Feedback, and Daily Problems

- Tracking progress with registers, KPIs, and check-ins.
- Giving feedback using the SBI model.
- Handling daily problems with root cause analysis.
- Addressing lateness, absence, and conduct early and fairly.
- Managing conflict between team members constructively.

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- Stepping in during the manager's absence with clear limits.
- Workshop: handling a difficult daily situation.

Day 5: Communication, Reporting, and Stepping Up

- Communicating with stakeholders and external contacts.
- Preparing updates, briefings, and status reports for the manager.
- Representing the department in meetings professionally.
- Building a development plan for promotion readiness.
- Managing pressure and personal resilience in a middle role.
- Building an assistant manager improvement plan.
- Workshop: presenting an assistant manager development plan.

Conclusion

By successfully completing the Assistant Manager Skills Development Course Training Course, participants will have acquired the knowledge to support their manager proactively, organise a divided workload, delegate and brief clearly, track performance, and handle daily problems early. They will also gain the ability to step in during their manager's absence with confidence and proper limits. Furthermore, the course prepares participants for promotion into full management responsibility. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready management support.

FAQs





Q1 What is the "Assistant Manager Skills Development Course" course about?

It is a practical programme on performing effectively in an assistant or deputy management role. It covers role clarity and authority, proactive support for the manager, priority and workload management, delegation and briefing, performance tracking, daily problem handling, stakeholder communication, and promotion readiness.

Q2 What are the key benefits of the "Assistant Manager Skills Development Course" course?

Participants gain clarity about what they can decide and what they must refer, which removes hesitation and duplicated work. The course improves organisation across a divided workload, makes briefings and delegation more effective, strengthens daily problem handling, and prepares the assistant manager for a full management role.

Q3 What skills will I gain from the "Assistant Manager Skills Development Course" course?

Priority and workload management; delegation, briefing and cross-team coordination; performance tracking with registers and KPIs; and feedback delivery, difficult situation handling and stakeholder communication.



Q4 What tools, methods, or standards are covered in the "Assistant Manager Skills Development Course" course?

The course covers the Eisenhower Matrix and time blocking, delegation level models, the RACI matrix, task and action registers, checklists and briefing formats, the SBI feedback model, root cause analysis techniques such as the five whys, KPI tracking formats, Microsoft Outlook and Teams collaboration tools, and escalation and referral boundaries.

Q5 How is the "Assistant Manager Skills Development Course" course applied in real-world practice?

Graduates apply it by planning their week around priorities, briefing teams before tasks, and keeping an action register current. They also handle daily operational problems early, give feedback as work happens, prepare clear status reports for their manager, and act within defined limits when covering the manager's absence.