

MANAGEMENT SKILLS FOR NEW MANAGERS: 5-DAY INTENSIVE



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TRAINING CENTER



Introduction

Management Skills for New Managers: 5-Day Intensive Course Training Course gives newly appointed managers the practical foundation they need in their first months of responsibility. New managers usually inherit a team, a set of targets, and very little formal preparation. They must shift from doing the work to enabling others to do it, while keeping results steady. This intensive program covers that transition directly. It builds skills in direction setting, delegation, communication, performance conversations, and team development. As a result, participants learn to establish credibility with former peers and experienced staff. Furthermore, the course covers time management, conflict, and personal resilience.

Management Skills for New Managers: 5-Day Intensive Course Course Objectives

- Transition from individual contributor to manager with confidence.
- Distinguish management from leadership and apply both deliberately.
- Apply the situational leadership model to match style with readiness.
- Set direction with SMART objectives and clear success criteria.
- Prioritise work using the Eisenhower matrix and impact-effort analysis.
- Delegate using the five levels of delegation and the RACI matrix.
- Run effective one-to-one meetings and team briefings.
- Give feedback with the SBI and DESC frameworks.
- Handle performance issues with structured improvement plans.
- Lead change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Intensive practice cycles: brief, apply, review, and repeat.

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- Role-play of one-to-ones, feedback, and delegation conversations.
- Group exercises in planning, prioritisation, and objective setting.
- Case studies from service, operations, and project teams.
- Simulation of performance and conflict scenarios.
- Self-assessment of management habits and leadership style.
- Peer feedback, reflection, and a 90-day management plan.

Who Should Take This Course

- Newly appointed managers and team leaders.
- Supervisors promoted from technical roles.
- Senior individual contributors moving into management.
- Shift and departmental supervisors.
- Project leads with people responsibility.
- Graduates entering management tracks.
- Small business owners leading their first team.

Management Skills for New Managers: 5-Day Intensive Course Course Outlines

Day 1: The Move into Management

- What changes when you become a manager.
- Management versus leadership in daily practice.
- Situational leadership and readiness levels.
- Managing former peers and experienced colleagues.
- Time management with the Eisenhower matrix.



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- Common new-manager mistakes and how to avoid them.
- Workshop: personal management transition diagnostic.

Day 2: Direction, Planning, and Priorities

- Setting team direction with clear purpose.
- Writing SMART objectives and success criteria.
- Prioritising with impact-effort analysis.
- Simple action plans and milestone tracking.
- Managing competing demands and interruptions.
- Following up without micromanaging.
- Workshop: building a weekly management plan.

Day 3: Delegation, Communication, and Meetings

- The five levels of delegation and task ownership.
- Accountability and the RACI matrix.
- Communication styles and adapting the message.
- Active listening and questioning techniques.
- Running effective one-to-ones and team briefings.
- Managing hybrid and remote team communication.
- Role-play: delegating with clear accountability.

Day 4: Performance and People Conversations

- Setting performance standards and expectations.
- Giving feedback with the SBI and DESC frameworks.
- Receiving feedback and managing defensive reactions.



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- Conducting appraisal and review conversations.
- Handling underperformance with improvement plans.
- Motivating through recognition and clarity.
- Role-play: a performance and development conversation.

Day 5: Teams, Conflict, and Management Growth

- Team development stages and the Tuckman model.
- Building trust and psychological safety.
- Managing conflict with the Thomas-Kilmann model.
- Coaching team members using the GROW model.
- Personal resilience and managing pressure.
- Creating a personal management development plan.
- Capstone: presenting a 90-day management plan.

Conclusion

By successfully completing Management Skills for New Managers: 5-Day Intensive Course Training Course, participants will have acquired the knowledge to set direction clearly, plan and prioritise work, delegate with real ownership, run effective meetings, hold honest performance conversations, coach team members, handle conflict, and manage pressure. They will also understand how to build credibility with former peers and experienced staff. Gentex Training Center delivers this program through intensive practice and expert facilitation, so participants can manage confidently from their first week.





FAQs for the Management Skills for New Managers: 5-Day Intensive Course course

Q1 What is the "Management Skills for New Managers: 5-Day Intensive Course" course about?

It is an intensive training program that prepares newly appointed managers for their first months in the role. It covers the contributor-to-manager transition, planning, delegation, communication, feedback, performance conversations, team development, and conflict handling.

Q2 What are the key benefits of the "Management Skills for New Managers: 5-Day Intensive Course" course?

Participants gain confidence leading former peers and experienced colleagues, stronger planning and delegation habits, and practical tools for performance conversations. Organizations benefit from faster manager readiness, more consistent team leadership, and fewer avoidable people problems.

Q3 What skills will I gain from the "Management Skills for New Managers: 5-Day Intensive Course" course?

Participants build management transition and situational leadership, planning, prioritisation, and delegation practice, communication, feedback, and performance conversations, and team development, conflict handling, and personal resilience.



Q4 What tools, methods, or standards are covered in the "Management Skills for New Managers: 5-Day Intensive Course" course?

The course covers the situational leadership model, the Eisenhower matrix, SMART objectives, impact-effort analysis, the five levels of delegation, the RACI matrix, the SBI and DESC feedback frameworks, the Tuckman team stages, the Thomas-Kilmann conflict model, the GROW coaching model, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Management Skills for New Managers: 5-Day Intensive Course" course applied in real-world practice?

Learners apply it by setting weekly priorities for their team, delegating with clear ownership levels, running scheduled one-to-ones and briefings, giving structured feedback, addressing performance issues early, and coaching team members through obstacles.