



First Line Management Essentials

DURATION

3 days

CONTACT HOURS

18

LEVEL

Foundation

FEE PER DELEGATE

US\$1,200

The practical foundation for anyone newly responsible for the performance of other people.

Technical competence is what gets people promoted into management, and it is not what makes them good at it. This programme covers the mechanics nobody hands over on the first day: how to set an expectation that holds, how to give feedback that changes behaviour, and how to delegate without either abandoning the work or taking it back.

Available as classroom, live online, in house, hybrid.

Who it is for

Newly appointed supervisors and team leaders, and technical specialists moving into their first role with direct reports.

What you will be able to do

- Set expectations that are specific enough to be measured against.
- Give corrective feedback close to the event, without either softening it into nothing or escalating it.
- Delegate at the right level for the person and the task.
- Run a one to one that surfaces problems while they are still small.

The outline

DAY 1

From doing to leading

What actually changes on promotion · Authority, influence and the difference · Managing former peers · The temptation to stay technical

Expectations and accountability

Writing an expectation that can be measured · Standards, targets and the gap between them · Following up without hovering · When to intervene and when to let it run

DAY 2

Feedback that changes behaviour

Timing, specificity and evidence · Separating the behaviour from the person · Receiving pushback · Reinforcing what is working

DAY 3

Delegation and development

Matching the level of delegation to readiness · Briefing so the work comes back right · Building capability through assignment · Recovering a delegated task that is going wrong

What you leave with

- A written expectation statement for each direct report.
- A repeatable structure for corrective and reinforcing feedback.
- A delegation decision tool matched to competence and confidence.
- A one to one agenda the delegate can use the following week.

Published dates

DATES	WHERE	FEE
23 to 25 November 2026	Dar es Salaam, Tanzania	US\$1,200
30 November 2026 to 2 December 2026	Gaborone, Botswana	R12,000
7 to 9 December 2026	Windhoek, Namibia	R12,000
14 to 16 December 2026	Port Louis, Mauritius	US\$1,200

Fees are per delegate and cover all course materials. Travel and accommodation are arranged by the delegate. Reg

Register or ask a question

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