



# Leadership and Management Skills for the New Manager and Supervisor

## DURATION

5 days

## CONTACT HOURS

30

## LEVEL

Intermediate

## FEE PER DELEGATE

US\$1,500

The first year of managing people, where the job stops being the work you were good at and becomes other people's work.

Most people are promoted for being good at the work and then find the new job has almost nothing in common with it. The hard part is not planning or delegation in the abstract. It is the specific discomfort of correcting a former peer, of being accountable for output you no longer produce, and of a team that liked you better last month. This week is built around those conversations. Delegates bring a real situation from their own team and leave having planned how to handle it.

Available as classroom, live online, in house.

## Who it is for

Newly appointed managers, supervisors and team leaders in their first two years, and experienced supervisors who were never trained for the role.

## What you will be able to do

- Set an expectation clearly enough that falling short of it is unambiguous.
- Delegate work you could do faster yourself, and accept the first attempt being worse.
- Hold a correcting conversation with a former peer without wrecking the relationship.
- Give feedback that changes behaviour rather than recording dissatisfaction.
- Escalate upward with a position rather than with a problem.

## The outline

#### DAY 1

### The job you actually took

Why competence at the work predicts little about managing it · Authority, responsibility and the gap between them · Managing people who were your colleagues last month · What your own manager needs from you now

#### DAY 2

### Expectations and delegation

Stating an expectation so that falling short is visible · Delegating an outcome rather than a task · Letting a first attempt be worse than yours · Checking in without taking the work back

#### DAY 3

### The difficult conversations

Preparing a correcting conversation, and opening it · Separating the behaviour from the person · Handling the response you were not expecting · Recording what was said, and why that matters later

#### DAY 4

### Performance over time

Feedback as a routine rather than an event · Telling a capability problem from a motivation problem · Documenting a pattern before it becomes formal · When to involve HR, and what they need from you

#### DAY 5

### Managing upward and outward

Bringing a position, not a problem · Saying no to a request from above · Representing your team without defending the indefensible · The habits that survive the first year

## What you leave with

- A written plan for one real performance conversation the delegate has been avoiding.
- A delegation map of their own workload, showing what moves and to whom.
- A set of expectations for their team, written in terms somebody could be held to.

## Published dates

| DATES                               | WHERE                   | FEE       |
|-------------------------------------|-------------------------|-----------|
| 23 to 27 November 2026              | Lagos, Nigeria          | US\$1,500 |
| 30 November 2026 to 4 December 2026 | Cape Town, South Africa | R15,000   |
| 7 to 11 December 2026               | Durban, South Africa    | R15,000   |
| 14 to 18 December 2026              | Cairo, Egypt            | US\$1,500 |

Fees are per delegate and cover all expenses arranged by the delegate. Reg

## Register or ask a question

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