Essential Leadership for New HR Managers and Supervisors Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HR7389_260759

Course Introduction / Overview:

Transitioning into a leadership role within Human Resources presents a unique set of challenges and opportunities. This course is meticulously designed to equip new and aspiring HR managers and supervisors with the essential leadership competencies required to excel. Moving beyond transactional HR tasks, the program focuses on developing a strategic mindset to align human capital with organizational objectives. As influential author Dave Ulrich outlines in his seminal work "Human Resource Champions", modern HR leaders must be strategic partners, employee champions, and change agents. This training course, offered by BIG BEN Training Center, provides a comprehensive roadmap for this transformation. Participants will explore critical areas such as strategic talent management, performance optimization, employee engagement, and navigating complex employee relations. The curriculum integrates proven leadership theories with practical, real-world applications, ensuring that attendees can immediately implement their new skills to drive departmental success, foster a positive work culture, and contribute significantly to the bottom line. This is a journey from being an HR practitioner to becoming an influential HR leader.

Target Audience / This training course is suitable for:

- Newly appointed HR Managers.
- HR Supervisors and Team Leaders.
- Senior HR professionals preparing for a management role.
- HR Business Partners seeking to enhance their leadership skills.
- Individuals responsible for leading HR functions or teams.
- Operations managers with significant HR responsibilities.

Target Sectors and Industries:

- Technology and IT Services.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Governmental and Public Sector Organizations.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

- Human Resources.
- Talent Acquisition and Recruitment.
- Learning and Development.
- Employee and Labor Relations.
- People Operations.
- Compensation and Benefits.
- Organizational Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic leadership mindset to align HR initiatives with business goals.
- Master effective communication, coaching, and mentoring techniques for team development.
- Implement robust performance management systems that drive employee growth.
- Navigate complex employee relations issues and conflict resolution with confidence.
- Lead change management initiatives effectively within the HR department and the wider organization.
- Utilize HR data and analytics to inform strategic decision-making.
- Foster an inclusive and engaging workplace culture that attracts and retains top talent.
- Ensure HR practices are in full compliance with relevant employment laws and regulations.
- Build and lead a high-performing, motivated, and efficient HR team.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring participants can translate theory into action. We move beyond traditional lectures to create a dynamic learning environment centered on experiential activities. The course heavily utilizes case studies based on real-world HR leadership challenges, allowing participants to analyze complex situations and develop strategic solutions. Group discussions and collaborative problem-solving sessions encourage the sharing of diverse perspectives and experiences. Role-playing scenarios, particularly in areas like performance reviews and conflict mediation, provide a safe space to practice and refine critical interpersonal skills. Participants will receive constructive feedback from both the instructor and their peers, fostering continuous improvement. The program also includes self-assessment tools to help individuals identify their personal leadership style and areas for development. This hands-on approach ensures that attendees leave not just with knowledge, but with the confidence and practical skills to lead their HR teams effectively from day one.

Course Agenda (Course Units):

Unit One: Foundations of HR Leadership

- The transition from HR practitioner to strategic leader.
- Understanding core leadership theories and styles.
- Defining your personal leadership philosophy and brand.
- Aligning HR strategy with overall business objectives.
- Key financial and business acumen for HR leaders.
- Setting clear goals and expectations for your HR team.
- Time management and prioritization for new managers.

Unit Two: Strategic Talent Management and Acquisition

- Developing a proactive talent acquisition strategy.
- Advanced interviewing and selection techniques for key roles.
- Designing an impactful onboarding program for new hires.
- Fundamentals of succession planning and talent pipeline development.
- Building a compelling employer brand to attract top talent.
- Implementing effective employee retention strategies.
- Leveraging technology in recruitment and talent management.

Unit three: Driving Performance and Employee Engagement

- Creating a high-performance culture.
- Designing and implementing effective performance management cycles.
- Conducting meaningful performance appraisals and feedback sessions.
- Coaching and mentoring skills for employee development.
- Strategies to measure and enhance employee engagement.
- Developing effective recognition and reward programs.
- Managing underperformance and difficult conversations.

Unit Four: Mastering Employee Relations and Legal Compliance

- Navigating the landscape of employment law and regulations.
- Managing disciplinary and grievance procedures fairly and effectively.
- Techniques for conflict resolution and workplace mediation.
- Conducting thorough and unbiased workplace investigations.
- Promoting diversity, equity, and inclusion in the workplace.
- Handling sensitive employee issues with empathy and professionalism.
- Developing and updating key HR policies and procedures.

Unit Five: Leading Change and Developing a High-Performing Team

- The HR leader's role as a change agent.
- Principles of effective change management communication.
- Building team cohesion and leading your HR staff.
- Delegation, empowerment, and team motivation.
- Budgeting and resource allocation for the HR function.
- Using HR analytics and metrics to demonstrate value.
- Creating a personal action plan for continued leadership development.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a new HR leader effectively balance the dual roles of being a strategic business partner to senior management and a compassionate advocate for employees, especially when these roles present conflicting demands?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing squarely on the critical transition phase for new HR managers and supervisors, a period fraught with unique challenges that generic leadership programs often overlook. While other courses may offer a broad overview of leadership, this program is specifically contextualized for the Human Resources function. It bridges the crucial gap between technical HR expertise and strategic leadership acumen, acknowledging that what makes a great HR specialist does not automatically make a great HR leader. We delve into the specific nuances of leading an HR team, from managing the expectations of former peers to championing cultural change from within the organization. The curriculum integrates strategic frameworks, such as those proposed by thought leaders like Dave Ulrich, with the practical, day-to-day realities of employee relations, compliance, and performance management. The emphasis is on building confidence and a leadership identity, empowering participants to move beyond administrative tasks and become true strategic partners who can influence decision-making at the highest levels of the organization.