Essential Leadership for New Managers and Supervisors Training Course

30 Nov - 04 Dec 2026

Cape town

4600 € (Per Person)

Ref: #LE9096_286739

Course Introduction / Overview:

Transitioning into a leadership role is one of the most critical and challenging career shifts an individual can make. This course is meticulously designed to equip new and aspiring managers and supervisors with the fundamental skills and confidence needed to excel. Moving from being a team member to a team leader requires a significant mindset shift, new communication strategies, and a deep understanding of how to motivate and guide others. This program goes beyond theoretical concepts, focusing on practical, real-world applications that can be implemented immediately in the workplace. We will explore key principles from influential thinkers like Ken Blanchard, author of "The One Minute Manager," focusing on concepts such as Situational Leadership to adapt your style to the needs of your team. At BIG BEN Training Center, we understand that effective leadership is the cornerstone of organizational success. This comprehensive training course provides a structured roadmap for developing core competencies, from setting clear expectations and giving constructive feedback to managing team dynamics and driving performance, ensuring a smooth and successful transition into management.

Target Audience / This training course is suitable for:

- Newly appointed managers and supervisors.
- Team leaders and project managers.
- High-potential employees preparing for a leadership role.
- Experienced managers seeking to refresh their fundamental skills.
- Individuals aspiring to move into a management position.
- Supervisors in their first one to three years of experience.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Retail and Customer Service.
- Hospitality and Tourism.
- Governmental bodies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources and Talent Development.
- Operations and Production.
- Sales and Marketing.
- Customer Support and Service Delivery.
- Information Technology and Technical Support.
- Finance and Accounting.
- Research and Development.
- Project Management Office.

Course Offerings:

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

- Understand the key roles and responsibilities of a manager and supervisor.
- Develop effective communication and interpersonal skills for leading teams.
- Master techniques for delegating tasks effectively and empowering team members.
- Apply various motivational theories to inspire and engage employees.
- Set clear, measurable goals and performance expectations for their team.
- Provide constructive, impactful feedback to foster growth and development.
- Conduct effective performance appraisals and manage underperformance.
- Develop coaching and mentoring skills to support employee career progression.
- Manage conflict within the team and facilitate resolutions.
- Lead teams through periods of organizational change.
- Enhance their emotional intelligence to build stronger team relationships.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and focused on practical application. We believe that adult learning is most effective when it is experiential and directly relevant to the participant's professional challenges. This course moves beyond traditional lectures and employs a blended learning approach that includes facilitator-led discussions, interactive group activities, and real-world case study analysis. Participants will engage in role-playing scenarios to practice difficult conversations, such as giving feedback or managing conflict, in a safe and supportive environment. Self-assessment tools and peer feedback sessions will be utilized to enhance self-awareness and identify personal leadership strengths and areas for development. Our expert facilitators create a dynamic learning atmosphere where participants are encouraged to share their experiences, ask questions, and collaborate on solving common managerial problems. The emphasis is on providing actionable tools and techniques that can be immediately applied to drive team performance and foster a positive work environment upon returning to the workplace.

Course Agenda (Course Units):

Unit One: The Foundation of Leadership and Management

- Understanding the transition from individual contributor to leader.
- Defining the core roles and responsibilities of a new manager.
- Common challenges and pitfalls for first-time supervisors.
- Developing a personal leadership philosophy and style.
- The importance of emotional intelligence in leadership.
- Building credibility and trust with your new team.
- Key differences between managing and leading.

Unit Two: Effective Communication for Leaders

- The art of active listening and asking powerful questions.
- Communicating with clarity, purpose, and impact.
- Giving and receiving constructive feedback effectively.
- Non-verbal communication and its impact on leadership.
- Running productive and engaging team meetings.
- Communicating expectations and performance standards clearly.
- Handling difficult conversations with confidence and empathy.

Unit Three: Building and Leading High-Performing Teams

- Principles of effective delegation and empowerment.
- Understanding team dynamics and stages of team development.
- Setting SMART goals for individuals and the team.
- Motivational strategies to inspire and engage employees.
- Fostering a culture of collaboration and psychological safety.
- Celebrating success and recognizing team contributions.
- Conducting effective team-building activities and interventions.

Unit Four: Performance Management and Employee Development

- The complete performance management cycle.
- Conducting meaningful and effective performance reviews.
- Addressing and managing underperformance proactively.
- Coaching skills for managers to unlock employee potential.
- Creating individual development plans with your team members.
- Mentoring as a tool for long-term growth.
- Legal and ethical considerations in performance management.

Unit Five: Advanced Skills for Modern Supervisors

- Techniques for effective problem-solving and decision-making.
- Introduction to conflict resolution strategies.
- Leading your team through organizational change.
- Time management and prioritization for managers.
- Managing stress and building resilience in yourself and your team.
- Thinking strategically and aligning team goals with company objectives.
- Creating a personal action plan for continuous 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 leader effectively balance the need for empathetic, people-centric leadership with the organizational pressure to deliver results and meet targets?

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

This training course distinguishes itself by focusing intensely on the psychological and practical transition into a leadership role, an aspect often overlooked in standard management training. While many programs cover the "what" of management—such as processes and tools—we emphasize the "how" and "why." We delve into the mindset shift required to move from doing the work to leading others to do the work. The curriculum is built upon proven leadership frameworks, such as Ken Blanchard's Situational Leadership, but translates these academic models into practical, day-to-day behaviors. Instead of just discussing theory, participants engage in extensive role-playing and scenario-based learning that mirrors the real challenges they face, from handling a demotivated employee to communicating an unpopular corporate decision. The course also places a strong emphasis on developing emotional intelligence and self-awareness as the foundation of effective leadership, providing participants with the interpersonal skills needed to build trust, foster collaboration, and create a truly engaged and high-performing team. Our focus is on cultivating authentic leadership, not just administrative management.