MERCURY

Leadership and Management Skills for New Managers and Supervisors

1 – 5 February 2027
London (UK)



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Ref: 16368_1080087 **Date:** 1 – 5 February 2027 **Location:** London (UK) **Fees:** 5800 Euro

Introduction:

The transition from an individual contributor to a managerial role is both exciting and challenging. New managers and supervisors often face the pressure of leading teams while adapting to their new responsibilities. This Leadership and Management Skills for New Managers and Supervisors course equips emerging leaders with the essential skills and strategies needed to navigate this transition successfully.

Through a blend of theoretical knowledge and practical applications, participants will gain confidence in their leadership abilities. The Leadership and Management Skills for New Managers and Supervisors program focuses on developing key competencies, including effective communication, decision-making, and team management. Participants will lead with clarity, foster team collaboration, and drive organizational success.

Targeted Groups:

This Leadership and Management Skills for New Managers and Supervisors training targets professionals seeking specialized knowledge and skills:

- Newly appointed managers are aiming to build foundational leadership capabilities.
- Supervisors transitioning from technical roles to managerial positions.
- Team leads aspiring to enhance their leadership effectiveness.
- HR professionals are involved in leadership development initiatives.
- Individuals preparing for future managerial responsibilities.
- Organizations are investing in the growth of their emerging leaders.

Course Objectives:

Participants will achieve the following objectives by completing the Leadership and Management Skills for New Managers and Supervisors course:

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- Understand the fundamental differences between leadership and management.
- Develop effective communication strategies to engage and motivate teams.
- Apply decision-making models to address complex managerial challenges.
- Implement performance management techniques to enhance team productivity and effectiveness.
- Cultivate emotional intelligence to navigate workplace dynamics.
- Master delegation skills to empower team members and optimize workflow.
- Foster a culture of accountability and continuous improvement.
- Navigate organizational change with resilience and strategic foresight.
- Build and maintain trust within teams to promote collaboration.
- Evaluate and refine leadership practices for sustained professional growth.

Targeted Competencies:

Participants will gain the following competencies during the Leadership and Management Skills for New Managers and Supervisors program:

- Effective communication and active listening skills.
- Strategic decision-making and problem-solving abilities.
- Team building and conflict resolution techniques.
- Time management and prioritization strategies.
- Coaching and mentoring skills to develop team potential.
- Adaptability and change management proficiency.
- Performance appraisal and feedback delivery methods.
- Ethical leadership and organizational governance understanding.
- Financial acumen related to budgeting and resource allocation.
- Crisis management and decision-making under pressure.

Studying Scenarios:

In this Leadership and Management Skills for New Managers and Supervisors training, participants will develop their skills through the analysis of the following scenarios:

- Managing a team with diverse personalities and work styles.
- Addressing underperformance and implementing corrective actions.
- Leading a team through organizational restructuring.
- Delegating tasks effectively to optimize team strengths.
- Providing constructive feedback during performance reviews.
- Navigating conflicts between team members and mediating resolutions.
- Implementing a new technology system and managing the transition.
- Motivating a disengaged team and reigniting enthusiasm.

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Course Content:

Unit 1: Foundations of Leadership and Management:

- Defining leadership and management roles.
- Exploring leadership theories and styles.
- Understanding the responsibilities of a manager.
- Identifying key traits of effective leaders.
- Analyzing the impact of leadership on organizational culture.
- Assessing personal leadership strengths and areas for development.
- Aligning leadership practices with organizational goals.
- Establishing a personal leadership development plan.

Unit 2: Communication Skills for Managers:

- The importance of clear and concise communication.
- Techniques for active listening and feedback.
- Adapting communication styles to different audiences.
- Managing virtual communication challenges.
- Conflict resolution through effective communication.
- Building rapport and trust with team members.
- Utilizing non-verbal communication cues.
- Crafting persuasive messages and presentations.

Unit 3: Decision Making and Problem Solving:

- Understanding decision-making processes.
- Identifying common decision-making biases.
- Applying problem-solving models to real-world scenarios.
- Evaluating risks and benefits in decision-making.
- Encouraging team involvement in decision processes.
- Making ethical decisions in complex situations.
- Implementing decisions and monitoring outcomes.
- Learning from decision-making experiences.

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Unit 4: Team Development and Motivation:

- Stages of team development: forming, storming, norming, performing.
- Identifying team roles and dynamics.
- Techniques for building cohesive teams.
- Understanding motivational theories and their application.
- Recognizing and addressing team challenges.
- Providing support and resources for team success.
- Celebrating team achievements and milestones.
- Fostering an inclusive and collaborative team environment.

Unit 5: Performance Management and Accountability:

- Setting SMART goals and objectives.
- Monitoring and evaluating team performance.
- Providing constructive feedback and coaching.
- Conducting performance appraisals effectively.
- Addressing performance issues and implementing corrective actions.
- Recognizing and rewarding high performance.
- Promoting a culture of accountability.
- Continuous improvement through performance reviews.

Final Insights & Key Takeaways:

This course provides new managers and supervisors with the essential tools and strategies to lead effectively and confidently. By mastering these skills, participants will drive team success and contribute to organizational growth.