



New Manager Training Course to Achieve Success

11 – 15 October 2026
Dubai (UAE)



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Introduction:

This new manager orientation program provides a comprehensive understanding of the issues critical to effective management and supervision. By exploring proactive planning, understanding customer relations, effective time management, proper communication, and comprehending human interaction, this course empowers new managers with the knowledge to employ productive leadership and management techniques.

Becoming a proficient new manager requires broad skills to motivate teams, manage resources, and confidently lead. This new manager training course is designed to lay the foundations for those stepping into managerial positions for the first time. It provides essential strategies for succeeding in their new role and understanding the importance of new manager training.

Targeted Groups:

- Managers who want to master and improve their skills.
- New managers who want to start their managerial career effectively and efficiently.
- Supervisors aim to be well-prepared for their next professional step.
- Employees identified as having the potential to be promoted to a managerial role.

Course Objectives:

By the end of this new manager training course, participants will be able to:

- Develop key skills necessary for new managers.
- Learn the importance of strategic thinking in management.
- Set goals and plan effectively and efficiently.
- Establish a strong customer focus in their management style.
- Utilize positive interpersonal techniques for better people relationships.
- Make higher-quality decisions.
- Apply concepts of team building, team performance, and motivation.
- Establish and maintain effective time management techniques.
- Comprehend the role of stakeholders and learn stakeholder management techniques.
- Develop productive communication techniques.
- Understand the significance of performance standards, goals, and objectives.
- Create improvement plans to enhance both individual and team performance.

Targeted Competencies:

At the end of this new manager training, participants' competencies will:

- Management skills.
- Leadership skills.
- Team building.
- Decision-making.
- Time management.
- Communication skills.
- Change management.

Course Content:

Unit 1: Leadership Skills Required for a New Manager:

- Identify essential management and supervisory leadership skills.
- Face challenges as supervisors in dynamic, changing organizations.
- Recognize the life cycle of organizations.
- Emphasize the role of leadership in contemporary successful organizations.
- The implication of strategic management in leadership.
- Understand the importance of focusing on customers in leadership roles.

Unit 2: Importance of Goal Setting and Planning in Management:

- Develop goals that align with the company's strategic objectives.
- Integrate goals, scope, work structure, and effective management planning.
- Adopt standardized principles in the planning process.
- Engage stakeholders for effective planning outcomes.
- Establish planning goals and initiate work processes.
- Understand the objectives, scope, work structure, and management planning integration.

Unit 3: Time Management and Communication as Key Disciplines for New Managers:

- Analyze individual work styles and their impact on time management.
- Implement processes for identifying and resolving time management issues.
- The role of empowerment in managing time effectively.
- Explore leadership and the broad spectrum of communication methods.
- The effects of verbal and non-verbal communication.
- Cultivate an active listening style for enhanced communication.

Unit 4: Building Effective Interpersonal Interactions as a New Manager:

- Discuss the characteristics of interpersonal interactions for individuals.
- Identify personal interaction styles.
- Individual strengths and challenges of interpersonal interaction styles.
- The critical role of successful interpersonal interactions in developing trust.
- Explore the stages of team development and the supervisor's role in each phase.
- Understand the improvement of team performance through diverse interaction types.

Unit 5: Developing Personal and Work Group Improvement Plans:

- Foster innovation and continuous improvement in a supervisory context.
- Comprehend interpersonal work group dynamics.
- Unpack change processes and human responses to change.
- Strategies for managing team members resistant to change.
- Craft an action plan for personal and workgroup improvement.