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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Succeeding as a New Manager

Code	City	hotel	Start	End	price	Language - Hours
MT-261SA	Riyadh	Hotel Meeting Room	2027-06-13	2027-06-17	9950 SR	En - 25

INTRODUCTION

This programme provides an understanding of the issues which allow for effective management and supervision, such as proactive planning, understanding of customer relations, effective time management, proper communication and understanding human interaction, helping new managers/supervisors know how to use productive leadership and management techniques.

PROGRAMME OBJECTIVES

- Understand and develop skills necessary for new managers/supervisors
- Learn the importance of managing with strategic thinking
- Learn how to set goals and plan effectively and efficiently
- Develop ability to establish a customer focus in management
- Develop positive interpersonal techniques for better people relationships
- Improve their ability to make higher quality decisions
- Apply concepts of team building, team performance and motivation
- Learn how to establish and maintain time management techniques
- Understand the role of stakeholders and learn techniques of stakeholder management
- Understand how to develop productive communication techniques
- Understand the importance of performance standards, goals and objectives
- Develop improvement plans to accomplish work and improve performance

TRAINING METHODOLOGY

This programme is an interactive mixture of lecture, discussion, activities and practice on management and supervisory skills. It provides definitions, examples, discussion and activities designed to promote skill building with interaction and discussion among participants. Activities and work on practice case studies are used to deliberately highlight the concepts taught and allow participants to practice new skills.

PROGRAMME SUMMARY

New managers and supervisors are in a unique role of being able to direct and manage a group of people, but at the same time are learning the best methods of leadership and management. This programme is designed to give participants an understanding of key management and supervisory leadership skills, methods, processes and procedures, as well as practice on techniques. The principles used are easily adapted to any type of organisation or individual's management role.

PROGRAMME OUTLINE

DAY 1 - Leadership Skills Required of a New Manager/Supervisor

- Identification of management and supervisory leadership skills
- Challenges supervisors face in dynamic, changing organisations
- Identifying the life cycle of organisations
- The role of leadership in today's successful organisations
- Understanding the role of strategic management in leadership
- The importance in leadership of a customer focus

DAY 2 - Importance of Goal Setting and Planning Management for a Manager/Supervisor

- Developing goals and objectives that align with the company's business plan
- Integrating goals, scope, work structure and management planning
- Developing a concept of planning based on standardised principles

- Identifying the role of stakeholders in effective planning
- Using a planning process to set planning goals and get work started
- Integrating initiating objectives, scope, work structure and management planning

DAY 3 - Time Management and Communication as Effective Disciplines for New Managers/Supervisors

- Determining how person’s style of work affects time management
- Using a process to identify time issues and solutions to the issues
- Learning how empowerment is used in time management
- Importance of leadership and communication methods
- Learning the impact of verbal and non-verbal communication
- Developing an active listening communication style

DAY 4 - How New Managers/Supervisors Build Effective Interpersonal Interactions

- Characteristics of interpersonal interaction for individuals
- Identification of the personal interaction styles
- Individual strengths and challenges of interpersonal interaction styles
- Successful interpersonal interaction develops trust
- Stages of team development and the supervisor’s role in each
- Understanding how people work better using varied interaction types

DAY 5 - Developing Personal and Work Group Improvement Plans

- Encouraging innovation and improvement as a supervisor
- Understanding interpersonal work group dynamics
- Identification of change processes and human change
- Dealing with people who do not want change
- Developing an action plan for personal and work group improvement

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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