



COURSE OVERVIEW LS0107

Leadership & Management Skills for the New Manager & Supervisor

Course Title

Leadership & Management Skills for the New Manager & Supervisor

Course Date/Venue

October 11-15, 2026/TBA Meeting Room,
Elite Byblos Hotel Al Barsha, Sheikh Zayed
Road, Dubai, UAE

Course Reference

LS0107

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



70% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops, role-plays and/or gamification.



This course is designed to provide participants with a detailed and up-to-date overview of Leadership and Management Skills for New Manager and Supervisor. It covers the role of the new manager and supervisor and develop managerial mindset; the leadership and management fundamentals and leadership styles and their application; setting goals, priorities and expectations, managing time, priorities and workload and developing effective managerial communication skills; and the active listening, effective questioning, assertiveness and professional confidence.



Further, the course will also discuss the positive working relationships, effective teams and managing diversity and different personality styles; the tasks and responsibilities effectively and motivating and engaging employees; the employee performance, constructive feedback and employees for improved performance; and the team members and structured problem-solving techniques and root cause analysis for workplace problems.

During this interactive course, participants will learn the effective managerial decisions, encouraging creativity and team-based problem solving and managing workplace conflict effectively; the difficult employees and challenging situations, leading teams through change and building accountability and ownership; managing upward and across the organization and developing emotional intelligence for managers; and managing stress and maintaining personal effectiveness and developing a personal leadership action plan.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on leadership and management skills for new managers and supervisors
- Identify the role of the new manager and supervisor and develop managerial mindset
- Discuss leadership and management fundamentals and explore leadership styles and their application
- Set goals, priorities and expectations, manage time, priorities and workload as well as develop effective managerial communication skills
- Practice active listening and effective questioning and build assertiveness and professional confidence
- Influence and build positive working relationships, build and lead effective teams as well as manage diversity and different personality styles
- Delegate tasks and responsibilities effectively and motivate and engage employees
- Manage employee performance, provide constructive feedback and coach employees for improved performance
- Develop and empower team members and apply structured problem-solving techniques and root cause analysis for workplace problems
- Make effective managerial decisions, encourage creativity and team-based problem solving and manage workplace conflict effectively
- Handle difficult employees and challenging situations, lead teams through change and build accountability and ownership
- Manage upward and across the organization and develop emotional intelligence for managers
- Manage stress and maintain personal effectiveness and develop a personal leadership action plan

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of leadership and management skills for the new managers and supervisors for department heads, unit heads, managers, assistant managers, section heads, supervisors, team leaders, senior officers, coordinators, and professionals transitioning into managerial or supervisory roles.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Jerome Topley, PgDip (on-going), MBA, BCom, NVQ6, is a **Senior Management Consultant** with over **30 years** of extensive experience in the areas of **Leadership Skills, Management and Leadership, Communication & Interpersonal Skills, Performance & Creativity Skills, Listening Skills, Negotiation Skills, Persuasion & Assertiveness Skills, Time & Stress Management, Influencing Techniques, Conflict Management, Interpersonal Skills, Presentation Skills, Organizational & Leadership Skills, Coaching & Mentoring, Self & Personal Development, Ethics & Customer Focus, Business**

Ethics & Corporate Governance, Business Etiquette & Protocol, Business Communication Etiquette, Insurance Management, Insurance & Indemnities, Principles of Insurance, Insurance Requirements & Liabilities, Commercial Negotiation Skills, Negotiation Techniques, Negotiation Planning, Commercial Agreement Consolidation, Commercial Intelligence, Commercial Analysis, Customer Service Management, Customer Service Quality & Excellence, Qualities of a Customer Service Professional, Customer Relations Management, Exceed Customer Expectations, Service Communication, Business Customer Service & Communication Skills, Customer Satisfaction, Customer Orientation, Customers Service Excellence, Effective Customer Care & Telephone Skills, Customers Relationship Management (CRM), Customer Service Management, Customers Retention Strategy, Economics, Human Resource Management, Organizational Strategy, Planning & Management, Financial Management, Management Accounting, Fundamentals of Research, Principles of Management & Marketing, Business Communications, Risk Management, Resource Management, Emotional Intelligence, Customer Service, Persuasion Techniques, Supervisory Skills, Public Relations & Corporate Communication, Strategic Planning & Creative Thinking and Performance Assessment & Appraisal. Further, he is also well-versed in **Broadcasting, News & Sport Reporting, Media Skills, Pharmaceutical Environment, Ophthalmology, Surgical Instruments & Endocrinology, Agricultural Productivity, Plants Farming, Cultivation & Harvesting and Agricultural Mechanics.**

During Mr. Topley's career life, he had occupied several significant positions and dedication as the **Executive Director, Director, Chief of Staff, General Manager, Group Communications Manager, Head of Ministry, Radio & TV Current Affairs Producer/Presenter, Public Broadcaster Talk Show Host, Stand-in Presenter, Radio Presenter, News Reader, Instructor/Lecturer, English Teacher/Specialist, Medical Technician, Medical Marketing & Sales Executive and Detailing Medical Representative in Ophthalmology, Surgical Instrument and Endocrinology** from various companies and institution such as Wyeth SA, Topley Consulting, SABC Afrikaans Radio, Ministry of Agriculture, Agri Mega Group and Western Cape Education Department.

Mr. Topley has a **Bachelor's degree of Commerce (BCom)** with Honours, a **National NVQ Level-6 Diploma in Education & Linguistics**, a **Master Certificate in Business Administration** and currently enrolled in **Post-Graduate Diploma (PgDip) in Business Management**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, a **Qualified Medical Technician in Chemical Pathology**, a **Registered Medical Technology Student** and holds a **Professional Development Certificate in Outcomes-Based Assessment Techniques**. Moreover, he was awarded as the Outstanding Contribution to the Educational Sector by the Federation of Governing Bodies of South African School (FEDSAS), the Best Consumer Journalist of the Year by the National Credit Information Ombudsman and the Radio Talk-Show Host (Current Affairs) by the South Africa's Public Broadcaster. He has further delivered innumerable trainings, courses, workshops and seminars globally.

Training Methodology

Our courses employ an interactive, learner-centred methodology that integrates theoretical knowledge with practical application. The training is delivered through a suitable combination of some or all of the following methods, selected according to the course content and learning objectives:

- Instructor-led presentations and facilitated discussions
- Practical workshops and participant presentations
- Hands-on exercises and real-world case studies
- Equipment demonstrations and technical drawings
- Hardware- and software-based simulations
- Gamification & Role Play in soft-skills courses only
- Virtual Reality (VR) and Augmented Reality (AR)
- Instructional videos and other relevant training resources

This blended approach encourages active participation, strengthens practical skills and supports the effective application of acquired knowledge in the workplace.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 11th of October 2026

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	<i>Understanding the Role of the New Manager & Supervisor</i> <i>Transitioning from Individual Contributor to Manager • Key Responsibilities & Expectations • Differences Between Managing & Leading • Common Challenges Facing New Managers</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Developing the Managerial Mindset</i> <i>Shifting from Doing to Managing • Taking Ownership & Accountability • Developing Confidence in the New Role • Establishing Professional Credibility</i>
1030 – 1130	<i>Understanding Leadership & Management Fundamentals</i> <i>Core Principles of Effective Leadership • Essential Management Functions • Leadership Versus Management Responsibilities • Balancing People & Task Priorities</i>

1130 – 1215	Exploring Leadership Styles & Their Application Understanding Different Leadership Styles • Situational Leadership Principles • Adapting Style to Employee Needs • Recognizing Personal Leadership Preferences
1215 – 1230	Break
1230 – 1330	Setting Goals, Priorities & Expectations Translating Organizational Goals into Team Objectives • Applying SMART Goal-Setting Principles • Establishing Clear Performance Expectations • Aligning Individual & Team Priorities
1330 – 1420	Managing Time, Priorities & Workload Identifying High-Value Managerial Activities • Prioritizing Urgent Versus Important Tasks • Planning Daily & Weekly Workloads • Overcoming Common Time-Wasting Activities
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 12th of October 2026

0730 – 0830	Developing Effective Managerial Communication Skills Understanding the Manager's Communication Role • Selecting Appropriate Communication Methods • Communicating Clearly & Concisely • Avoiding Common Communication Barriers
0830 – 0930	Practicing Active Listening & Effective Questioning Applying Active Listening Techniques • Using Open & Probing Questions • Understanding Verbal & Non-Verbal Signals • Confirming Understanding & Clarifying Expectations
0930 – 0945	Break
0945 – 1100	Building Assertiveness & Professional Confidence Distinguishing Assertive, Passive & Aggressive Behaviors • Communicating Opinions with Confidence • Setting Professional Boundaries • Handling Difficult Conversations Assertively
1100 – 1215	Influencing & Building Positive Working Relationships Understanding the Principles of Influence • Building Trust & Credibility • Developing Rapport with Team Members • Influencing Without Relying on Authority
1215 – 1230	Break
1230 – 1330	Building & Leading Effective Teams Understanding Team Development Stages • Establishing Clear Team Roles & Responsibilities • Building Cooperation & Mutual Accountability • Creating a Positive Team Environment
1330 – 1420	Managing Diversity & Different Personality Styles Recognizing Different Workplace Personalities • Adapting Communication to Individual Styles • Leveraging Team Diversity & Strengths • Promoting Inclusion, Respect & Collaboration
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 13th of October 2026

0730 – 0830	Delegating Tasks & Responsibilities Effectively <i>Understanding the Purpose & Benefits of Delegation • Selecting Appropriate Tasks for Delegation • Matching Tasks with Employee Capability • Monitoring Progress Without Micromanaging</i>
0830 – 0930	Motivating & Engaging Employees <i>Understanding Key Employee Motivation Factors • Identifying Individual Motivational Needs • Using Recognition & Positive Reinforcement • Creating an Engaging Work Environment</i>
0930 – 0945	Break
0945 – 1100	Managing Employee Performance <i>Establishing Measurable Performance Standards • Monitoring Performance Against Expectations • Identifying Performance Gaps • Developing Appropriate Corrective Actions</i>
1100 – 1215	Providing Constructive Feedback <i>Principles of Effective Feedback • Giving Positive & Developmental Feedback • Focusing on Behavior & Performance • Receiving Feedback as a Manager</i>
1215 – 1230	Break
1230 – 1330	Coaching Employees for Improved Performance <i>Understanding the Manager's Role as a Coach • Applying Structured Coaching Conversations • Asking Development-Focused Questions • Creating Individual Improvement Plans</i>
1330 – 1420	Developing & Empowering Team Members <i>Identifying Employee Strengths & Development Needs • Encouraging Ownership & Initiative • Building Employee Confidence & Competence • Creating Development Opportunities</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	Lunch & End of Day Three

Day 4: Wednesday, 14th of October 2026

0730 – 0830	Applying Structured Problem-Solving Techniques <i>Defining Problems Clearly • Separating Symptoms from Root Causes • Gathering & Analyzing Relevant Information • Applying Structured Problem-Solving Models</i>
0830 – 0930	Root Cause Analysis for Workplace Problems <i>Applying the 5 Whys Technique • Using Cause-&-Effect Analysis • Identifying Contributing Factors • Developing Sustainable Corrective Actions</i>
0930 – 0945	Break
0945 – 1100	Making Effective Managerial Decisions <i>Understanding Different Types of Decisions • Establishing Decision-Making Criteria • Evaluating Alternatives & Consequences • Balancing Speed, Quality & Risk</i>
1100 – 1215	Encouraging Creativity & Team-Based Problem Solving <i>Creating an Environment for New Ideas • Applying Brainstorming Techniques • Involving Employees in Problem Solving • Evaluating & Implementing Practical Solutions</i>

1215 – 1230	<i>Break</i>
1230 – 1330	Managing Workplace Conflict Effectively <i>Identifying Common Sources of Conflict • Recognizing Different Conflict Management Styles • Addressing Conflict Before Escalation • Facilitating Constructive Conflict Resolution</i>
1330 – 1420	Handling Difficult Employees & Challenging Situations <i>Identifying Difficult Workplace Behaviors • Addressing Resistance & Negative Attitudes • Managing Emotional Conversations • Maintaining Professionalism Under Pressure</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day Four</i>

Day 5: Thursday, 15th of October 2026

0730 – 0830	Leading Teams Through Change <i>Understanding the Dynamics of Organizational Change • Recognizing Employee Reactions to Change • Communicating Change Effectively • Supporting Employees Through Transition</i>
0830 – 0930	Building Accountability & Ownership <i>Creating Clear Standards of Accountability • Clarifying Roles, Responsibilities & Authority • Addressing Missed Commitments Constructively • Developing a Culture of Ownership</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Managing Upward & Across the Organization <i>Building Effective Relationships with Senior Management • Communicating Progress & Challenges Upward • Collaborating Across Departments • Managing Stakeholder Expectations</i>
1100 – 1215	Developing Emotional Intelligence for Managers <i>Building Self-Awareness & Self-Management • Recognizing & Managing Emotional Triggers • Demonstrating Empathy in Leadership • Applying Emotional Intelligence to Workplace Situations</i>
1215 – 1230	<i>Break</i>
1230 – 1315	Managing Stress & Maintaining Personal Effectiveness <i>Recognizing Sources of Managerial Stress • Managing Pressure & Competing Demands • Developing Personal Resilience • Maintaining Focus During Challenging Situations</i>
1315 – 1345	Developing a Personal Leadership Action Plan <i>Assessing Current Leadership Strengths • Identifying Priority Development Areas • Establishing Leadership Development Goals • Creating a Practical Workplace Action Plan</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>



Practical Sessions

70% of this highly-interactive course is practical sessions. Theory learnt (30%) will be applied using various role-plays, gamification, case studies and practical sessions.



Course Coordinator

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