

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

First-Time Manager Essentials

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

The step from team member to manager is one of the biggest transitions in a career. This course prepares new managers to set clear expectations, delegate, give feedback, run effective meetings, manage former peers, prioritise their own time and build trust with their team and their own manager.

The habits you form in your first months as a manager shape your leadership for years. This course helps you start with confidence and avoid common mistakes.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Practical workshops, role plays of typical new-manager situations, peer discussion and a 90-day transition plan.

Course objectives

By the end of this course, participants will be able to:
• Understand the shift from doing to managing
• Set clear goals and expectations for the team
• Delegate effectively and follow up
• Give regular feedback and recognition
• Manage former peers and difficult situations
• Plan priorities and manage time as a manager

Target audience

This course is suitable for:
• Newly appointed managers and supervisors
• Team leaders
• High performers about to be promoted
• Specialists taking on people responsibility
• Managers in their first year



Course content

Target competencies

Participants will develop competencies in:

- Goal setting
- Delegation
- Feedback
- Time management
- Relationship building

Course outline

Day 1: Becoming a Manager

09:00–10:08	Mindset shift from expert to manager
10:08–11:00	Common first-year mistakes
11:00–11:30	**Coffee break**
11:30–11:45	Common first-year mistakes (continued)
11:45–12:53	Building trust early
12:53–14:00	Exercise: your transition challenges

Day 2: Setting Direction

09:00–10:08	Team goals and expectations
10:08–11:00	Roles and responsibilities
11:00–11:30	**Coffee break**
11:30–11:45	Roles and responsibilities (continued)
11:45–12:53	Running effective one-to-ones
12:53–14:00	Workshop: team expectations

Day 3: Delegation

09:00–10:08	What and how to delegate
10:08–11:00	Matching tasks to people
11:00–11:30	**Coffee break**



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11:30–11:45	Matching tasks to people (continued)
11:45–12:53	Monitoring without micromanaging
12:53–14:00	Practice: delegation conversation

Day 4: Feedback and Difficult Situations

09:00–10:08	Positive and corrective feedback
10:08–11:00	Managing former peers
11:00–11:30	**Coffee break**
11:30–11:45	Managing former peers (continued)
11:45–12:53	Handling under-performance
12:53–14:00	Role plays

Day 5: Managing Yourself

09:00–10:08	Priorities and time
10:08–11:00	Working with your own manager
11:00–11:30	**Coffee break**
11:30–11:45	Working with your own manager (continued)
11:45–12:53	Getting support
12:53–14:00	90-day plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,840.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,860.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,890.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Rome Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,450.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Amsterdam Confirmed dates	15 Feb 2027	19 Feb 2027	**£2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.-**
Rome Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,450.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.-**
London Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,450.-**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.-**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**£3,150.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**£2,840.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	24 May 2027	28 May 2027	**£2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,890.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.-**
Dubai Confirmed dates	5 Jul 2027	9 Jul 2027	**£3,150.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.-**
Frankfurt Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Istanbul Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,650.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Rome Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Cape Town Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,890.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Vienna Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,940.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**£3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online