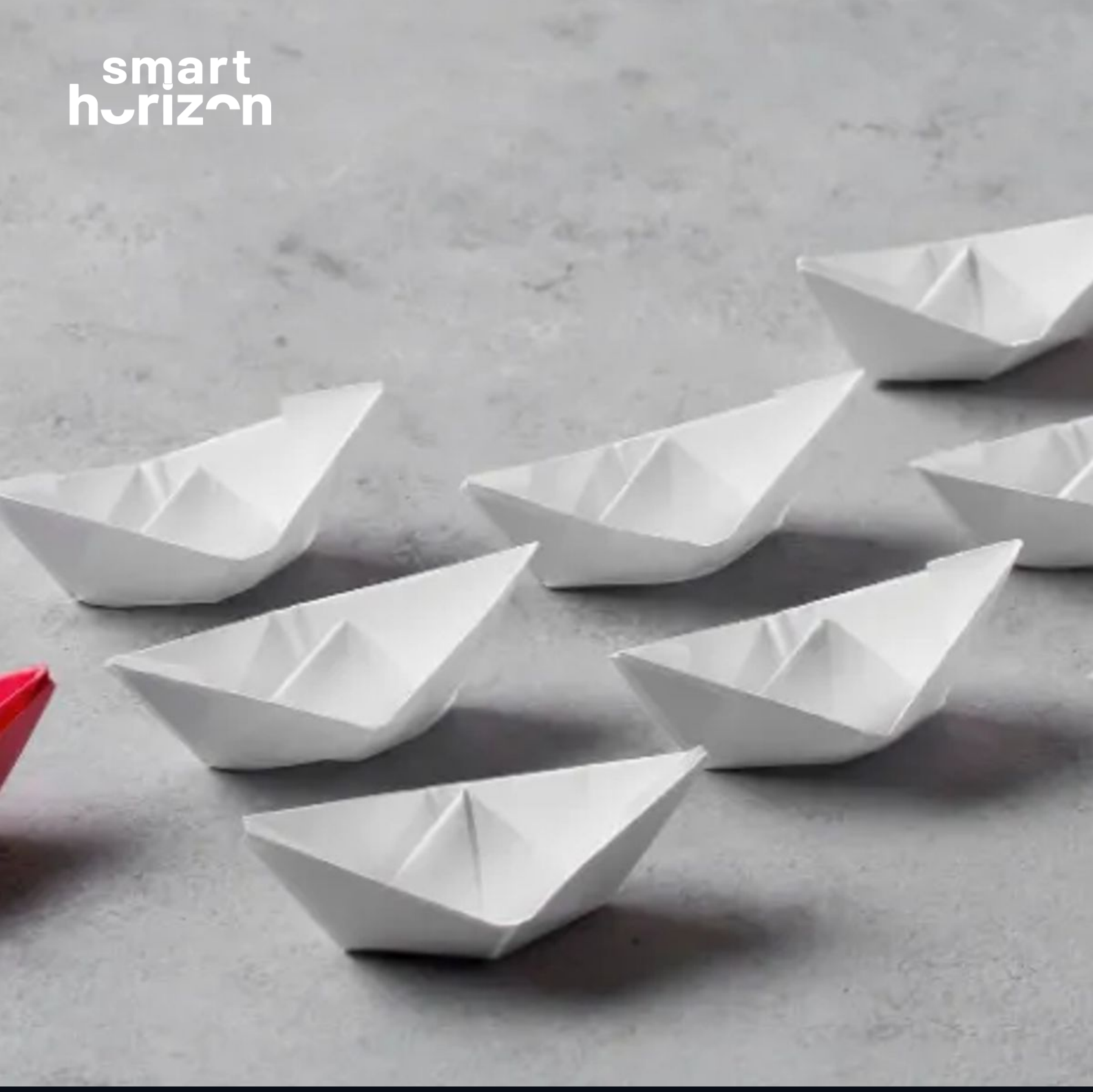


LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Leadership and People Management for New Managers

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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Course content

Why attend

This course equips new managers with essential leadership and people management skills. Participants will learn to navigate team dynamics, motivate employees, and drive performance, ensuring they can effectively lead diverse teams and foster a positive workplace culture.

New managers often face significant challenges in establishing authority while simultaneously building rapport with their teams.
This course addresses critical workplace issues such as conflict resolution, employee engagement, and performance management, which are vital for maintaining productivity and morale.
Understanding these dynamics is essential for new leaders to succeed in their roles, as they must make informed decisions that positively impact team performance and cohesion. By mastering these skills, participants will be better equipped to handle the complexities of managing diverse teams and fostering a culture of collaboration and trust, ultimately leading to improved organisational outcomes.
Participants will engage in practical exercises that simulate real-world scenarios, allowing them to develop their decision-making and communication skills.
They will practise techniques for motivating teams, managing performance, and providing constructive feedback. By applying these concepts in a supportive environment, new managers will gain the confidence needed to lead effectively and create a supportive work environment.
This course will empower them to implement strategies that not only enhance team performance but also contribute to their professional growth and the overall success of their organisations.
The focus on real-life applications ensures that participants can immediately apply their learning to their current roles.

Professional Problems This Course Is Designed to Solve

- Difficulty moving from individual contributor to team manager.
- Unclear expectations, delegation and team accountability.
- Avoidance of feedback and challenging performance conversations.

Course methodology

The course employs a mix of interactive workshops, role-playing exercises, and case studies to enhance learning. Participants will engage in group discussions to explore leadership styles and their impact on team dynamics. Each session includes practical activities where participants will develop action plans and performance metrics, providing tangible outputs that can be applied in their workplaces. Furthermore, real-time feedback from peers and facilitators will help refine their skills, ensuring that participants leave with actionable insights and strategies tailored to their specific management contexts. This hands-on approach fosters collaboration and encourages participants to share experiences and best practices, enhancing the overall learning experience.



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Course objectives

By the end of this course, participants will be able to:
• Analyse team dynamics to identify strengths and weaknesses in group performance.
• Design effective communication strategies to enhance team engagement and collaboration.
• Assess individual team member needs to tailor motivational approaches for diverse personalities.
• Construct performance management frameworks that align with organisational goals.
• Prioritise conflict resolution techniques to address team disputes effectively.
• Justify leadership styles that promote a positive workplace culture and employee satisfaction.

Target audience

This course is suitable for:
• New managers seeking to enhance their leadership skills.
• Team leaders transitioning into management roles.
• Supervisors aiming to improve their people management capabilities.
• Professionals aspiring to take on managerial responsibilities.

Target competencies

Participants will develop competencies in:
• Effective team communication and engagement strategies.
• Conflict resolution and negotiation skills.
• Performance management and feedback techniques.
• Understanding of diverse leadership styles.
• Ability to motivate and inspire team members.
• Development of action plans for team improvement.

Course outline

Day 1: Understanding Leadership Fundamentals

Applied activity: Participants will assess their leadership style through a self-reflection exercise and discuss its implications with peers, focusing on how it affects team dynamics and performance. They will identify specific areas for improvement and strategies to enhance their leadership effectiveness.
Output: Personal leadership style assessment report with improvement strategies.

09:00–09:54	Defining leadership and its importance in management roles.
09:54–10:48	Exploring different leadership styles and their impact on team dynamics.



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10:48–11:00	Identifying personal leadership strengths and areas for development.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying personal leadership strengths and areas for development. (continued)
12:12–13:06	Understanding the role of a manager in fostering team dynamics.
13:06–14:00	Recognising the importance of emotional intelligence in effective leadership.

Day 2: Building Effective Teams

Applied activity: In small groups, participants will create a team charter that outlines roles, goals, and communication norms for a fictional project. They will discuss how to ensure alignment and accountability among team members to achieve project success.
Output: Team charter document detailing roles, goals, and communication norms.

09:00–09:54	Identifying team roles and responsibilities to enhance clarity and accountability.
09:54–10:48	Understanding group dynamics and the stages of team development.
10:48–11:00	Strategies for fostering collaboration and trust within teams.
11:00–11:30	**Coffee break**
11:30–12:12	Strategies for fostering collaboration and trust within teams. (continued)
12:12–13:06	Techniques for enhancing communication and feedback among team members.
13:06–14:00	Methods for setting clear team goals and expectations to drive performance.

Day 3: Motivating and Engaging Employees

Applied activity: Participants will develop a motivational plan for a fictional team, incorporating various recognition and reward strategies tailored to individual team member needs. They will present their plans and receive feedback from peers to refine their approaches.
Output: Motivational plan presentation summarising strategies for team engagement.

09:00–09:54	Understanding intrinsic and extrinsic motivation factors that drive employee performance.
09:54–10:48	Techniques for recognising and rewarding employee contributions effectively to boost morale.
10:48–11:00	Creating a positive work environment that fosters employee engagement and retention.
11:00–11:30	**Coffee break**
11:30–12:12	Creating a positive work environment that fosters employee engagement and retention. (continued)



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12:12–13:06	Developing tailored motivational strategies for diverse teams based on individual needs.
13:06–14:00	Utilising feedback mechanisms to enhance employee performance and satisfaction.

Day 4: Performance Management Essentials

Applied activity: Participants will role-play a performance review scenario, practising feedback delivery and goal-setting techniques to enhance employee development and accountability. They will focus on how to handle difficult conversations and provide constructive feedback.
Output: Performance review role-play feedback summary highlighting key takeaways.

09:00–09:54	Setting clear performance expectations and objectives for teams to enhance accountability.
09:54–10:48	Conducting effective performance reviews and feedback sessions that drive improvement.
10:48–11:00	Identifying performance issues and implementing improvement plans to support team members.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying performance issues and implementing improvement plans to support team members. (continued)
12:12–13:06	Utilising performance metrics to assess team success and progress effectively.
13:06–14:00	Aligning individual performance with overarching organisational goals to ensure coherence.

Day 5: Integrating Leadership and Management Practices

Applied activity: Participants will create a comprehensive leadership development action plan that integrates all learned concepts and strategies. They will focus on practical applications for their teams and outline steps for ongoing development and assessment.
Output: Leadership development action plan detailing strategies and timelines for implementation.

09:00–09:54	Combining leadership skills with essential management responsibilities for effective team oversight.
09:54–10:48	Developing an action plan for ongoing leadership development and personal growth.
10:48–11:00	Strategies for leading change initiatives within teams effectively and sensitively.
11:00–11:30	**Coffee break**
11:30–12:12	Strategies for leading change initiatives within teams effectively and sensitively. (continued)
12:12–13:06	Assessing the impact of leadership on overall team performance and morale.



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13:06–14:00	Creating a personal leadership development roadmap for future success and continuous improvement.

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.

Dates, venues and fees

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

Venue	Start date	End date	Fee (GBP)
Singapore Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,820.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Rome Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
London Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Dubai Confirmed dates	14 Dec 2026	18 Dec 2026	**£3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.–**
Paris Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,860.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.–**
Istanbul Confirmed dates	15 Feb 2027	19 Feb 2027	**£2,650.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,840.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**
Amsterdam Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,540.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.-**
Singapore Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,820.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.-**
London Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,450.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.-**
Dubai Confirmed dates	19 Apr 2027	23 Apr 2027	**£3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**
Cape Town Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,890.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**£2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	17 May 2027	21 May 2027	**£1,450.–**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.–**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,860.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,650.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**
Vienna Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,940.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Amsterdam Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,540.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.-**
Singapore Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,820.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
London Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**
Dubai Confirmed dates	16 Aug 2027	20 Aug 2027	**£3,150.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,890.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Frankfurt Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,650.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,860.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Istanbul Confirmed dates	18 Oct 2027	22 Oct 2027	**£2,650.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**
Amsterdam Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,540.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.-**
Singapore Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,820.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
London Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Dubai Confirmed dates	13 Dec 2027	17 Dec 2027	**£3,150.-**
Online Confirmed dates	13 Dec 2027	17 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