

**LEADERSHIP & MANAGEMENT | COURSE BROCHURE**

# First-Time Manager Essentials

5 days | Classroom training | English

**SMART HORIZON**

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https://smart-horizon.eu



# 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** |



# Course content

| | |
|---|---|
| **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 EUR, excluding unconfirmed taxes.

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



# Course content

## Dates, venues and fees (continued)

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



# Course content

## Dates, venues and fees (continued)

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



# Course content

## Dates, venues and fees (continued)

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



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Vienna<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **€2,940.-** |
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **€1,250.-** |
| Dubai<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **€3,150.-** |
| Online<br>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 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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