

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

New Leaders Development

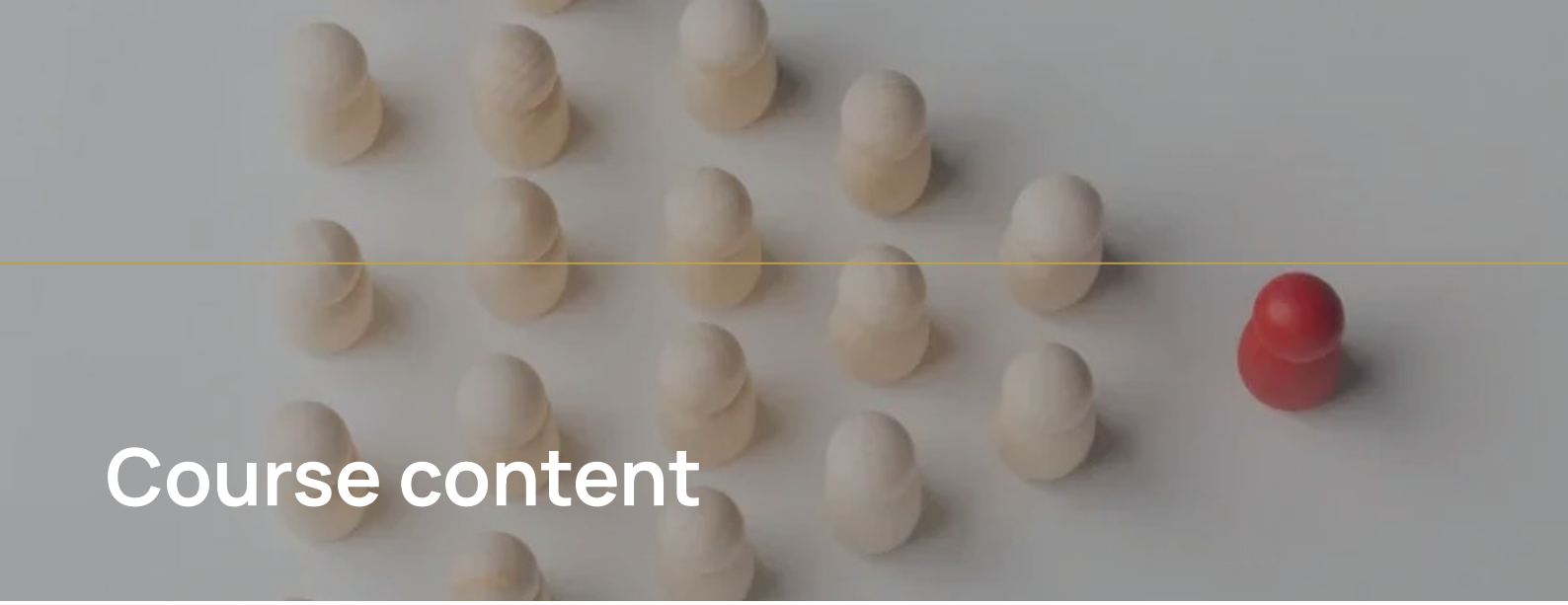
5 days | Classroom training | English

SMART HORIZON

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Amsterdam
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Course content

Why attend

This course equips emerging leaders with essential skills in team dynamics, decision-making, and strategic thinking. Participants will engage in practical scenarios to develop their leadership style, enhance communication, and foster a collaborative work environment, preparing them for effective leadership roles.

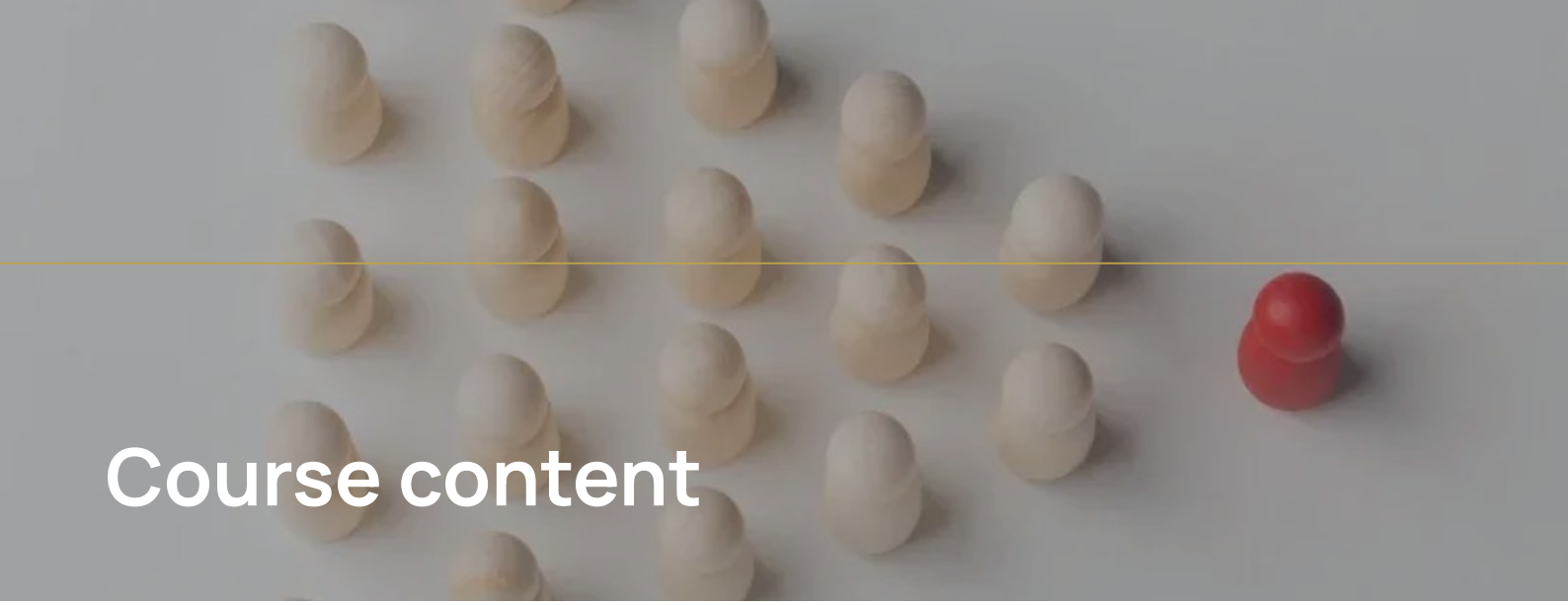
Emerging leaders often face challenges in establishing authority and building trust within their teams. This course addresses these issues by providing practical strategies for effective communication and team engagement, which are crucial for fostering a positive workplace culture. Participants will learn to navigate common leadership dilemmas, such as managing diverse team personalities and aligning team goals with organisational objectives. By focusing on real-world applications, they will gain insights into how to motivate teams and drive performance, ensuring they can lead their teams confidently and effectively in various situations.
The course focuses on developing critical leadership capabilities, such as conflict resolution, strategic decision-making, and performance management. Through interactive workshops and real-world scenarios, participants will practice these skills, enabling them to make informed decisions, motivate their teams, and drive organisational success. They will engage in exercises that simulate leadership challenges, allowing them to refine their approach to team dynamics and enhance their problem-solving abilities. By the end of the course, they will be equipped to tackle leadership challenges head-on, ensuring they can contribute positively to their organisations and inspire their teams to achieve high performance.

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

The course employs a blend of interactive workshops, role-playing exercises, and case studies to enhance learning. Participants will engage in simulations that mimic real-life leadership challenges, allowing them to practice decision-making and communication skills in a safe environment. Each day includes practical exercises that require participants to apply concepts in scenarios relevant to their roles, fostering deeper understanding and retention. Outputs include action plans, team assessments, and leadership style evaluations, providing tangible evidence of their learning and development. This hands-on approach ensures that participants leave with applicable skills and strategies that can be implemented immediately in their workplaces, enhancing their leadership effectiveness.



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Course objectives

By the end of this course, participants will be able to:
• Analyse team dynamics to identify areas for improvement in collaboration and engagement.
• Design a personal leadership development plan that aligns with organisational goals and values.
• Assess communication styles within a team to enhance effectiveness and reduce misunderstandings.
• Prioritise tasks and delegate responsibilities based on team strengths and weaknesses effectively.
• Construct strategies for conflict resolution and team motivation to improve performance.
• Justify decisions made during simulations to demonstrate strategic thinking and leadership effectiveness.
• Evaluate team performance metrics to inform leadership decisions and drive improvements.

Target audience

This course is suitable for:
• Team Leaders seeking to enhance their leadership skills.
• Supervisors transitioning into managerial roles.
• Project Managers aiming to improve team performance.
• Department Heads looking to develop future leaders.

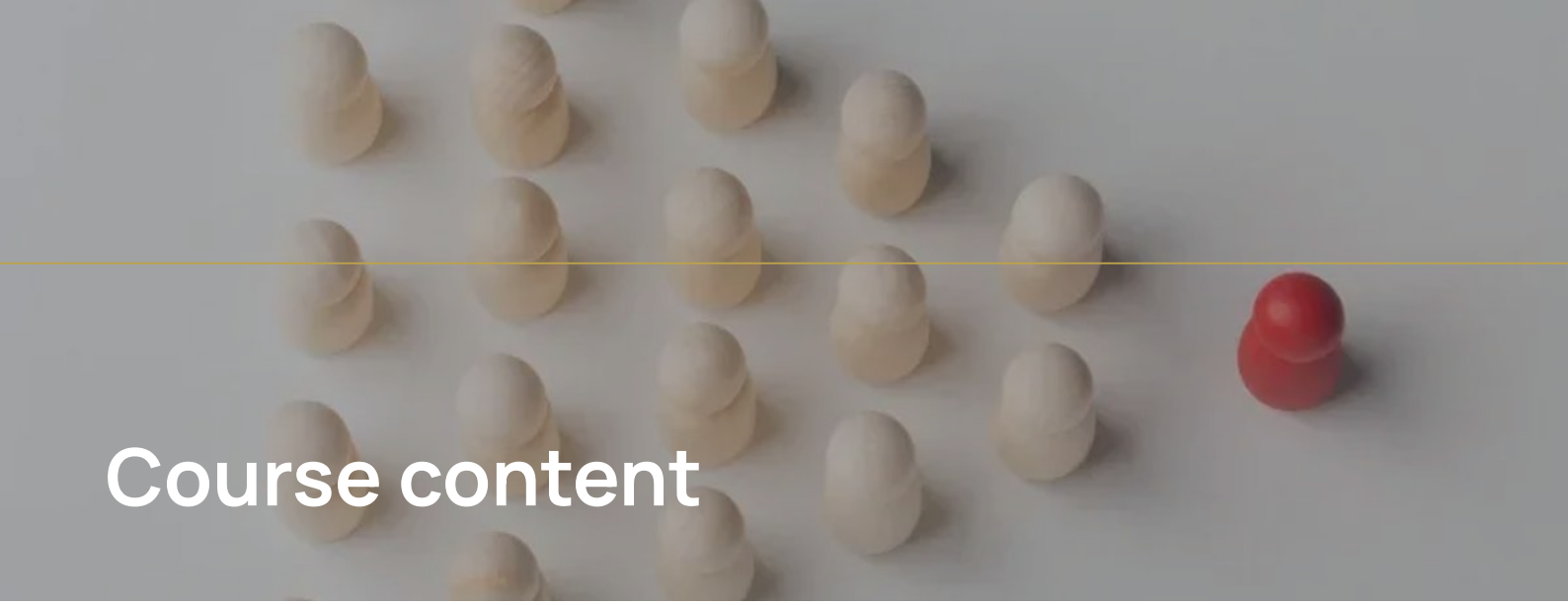
Target competencies

Participants will develop competencies in:
• Effective communication and active listening skills.
• Strategic decision-making and problem-solving abilities.
• Conflict resolution and negotiation techniques.
• Team motivation and performance management.
• Self-awareness and personal leadership style development.
• Delegation and task prioritisation skills.
• Analytical thinking for performance evaluation.

Course outline

Day 1: Understanding Leadership Fundamentals

Applied activity: Participants will reflect on their leadership experiences and identify their preferred leadership style. They will share insights with peers to gain feedback and explore different perspectives on effective leadership, discussing how these styles can impact team dynamics.
Output: A personal leadership style assessment report detailing insights and reflections.



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09:00–09:54	Defining leadership and its impact on team performance and culture.
09:54–10:48	Exploring different leadership styles and their effectiveness in various contexts.
10:48–11:00	Identifying personal leadership strengths and areas for growth through self-assessment.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying personal leadership strengths and areas for growth through self-assessment. (continued)
12:12–13:06	Understanding the role of emotional intelligence in leadership effectiveness.
13:06–14:00	Recognising the importance of vision, values, and ethics in leadership.

Day 2: Building Effective Teams

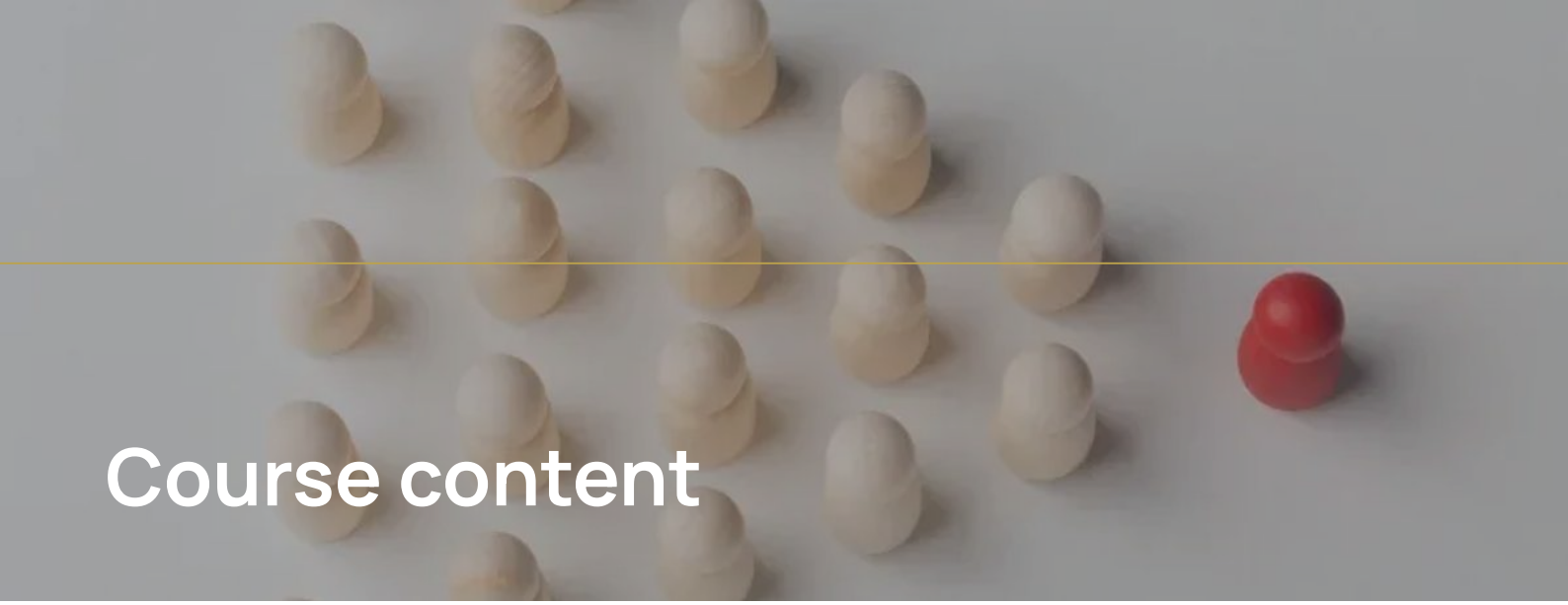
Applied activity: In groups, participants will analyse a fictional team scenario, identifying strengths and weaknesses. They will develop a plan to enhance team collaboration and present their strategies to the class, focusing on actionable steps and expected outcomes for improvement.
Output: A team development action plan outlining strategies and expected outcomes.

09:00–09:54	Understanding team roles and dynamics to enhance collaboration and productivity.
09:54–10:48	Techniques for fostering trust and open communication within teams to improve engagement.
10:48–11:00	Identifying and addressing common team challenges, such as conflict and disengagement, through proactive strategies.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying and addressing common team challenges, such as conflict and disengagement, through proactive strategies. (continued)
12:12–13:06	Strategies for effective team communication and feedback mechanisms to ensure clarity.
13:06–14:00	Methods for measuring team performance and engagement through KPIs and regular assessments.

Day 3: Decision-Making and Problem-Solving

Applied activity: Participants will engage in a simulation where they must make critical decisions based on a fictional organisational crisis. They will evaluate the impact of their choices on team dynamics and performance, discussing alternative strategies and potential outcomes with peers.
Output: A decision-making evaluation report summarising the choices made and their impacts.

09:00–09:54	Frameworks for effective decision-making in leadership contexts, including risk assessment.



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09:54–10:48	Analysing risks and benefits in decision-making processes using real data and team input.
10:48–11:00	Utilising feedback and team input for informed decisions that align with goals.
11:00–11:30	**Coffee break**
11:30–12:12	Utilising feedback and team input for informed decisions that align with goals. (continued)
12:12–13:06	Encouraging creative problem-solving approaches within teams to foster innovation.
13:06–14:00	Evaluating the outcomes of decisions made and their impact on team dynamics and performance.

Day 4: Conflict Resolution and Negotiation

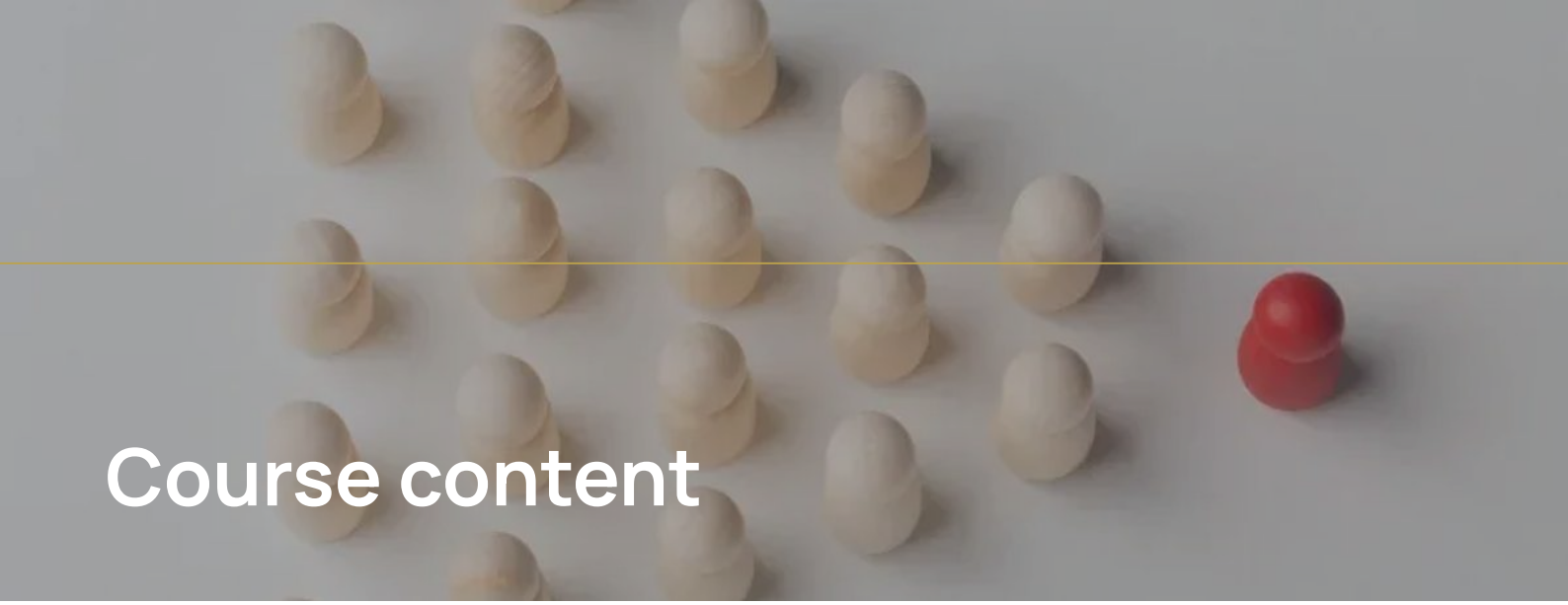
Applied activity: Participants will role-play a conflict scenario, practising negotiation and mediation techniques to resolve the issue. They will reflect on their approaches and outcomes with peers, discussing lessons learned and alternative strategies for future conflicts.
Output: A conflict resolution strategy document outlining techniques and lessons learned.

09:00–09:54	Understanding the sources of conflict in teams and their implications for performance.
09:54–10:48	Techniques for effective conflict resolution and mediation strategies to restore harmony.
10:48–11:00	Negotiation tactics for leaders to achieve win-win outcomes in challenging situations.
11:00–11:30	**Coffee break**
11:30–12:12	Negotiation tactics for leaders to achieve win-win outcomes in challenging situations. (continued)
12:12–13:06	Role of mediation in conflict situations and when to employ it effectively.
13:06–14:00	Creating a conflict resolution framework tailored for teams to prevent future issues.

Day 5: Integrating Leadership Skills

Applied activity: Participants will create and present a comprehensive leadership development plan that integrates all skills learned throughout the course. They will receive peer feedback to refine their strategies and commitments, ensuring practical applicability in their roles.
Output: A final leadership development plan that outlines personal and team growth strategies.

09:00–09:54	Synthesising leadership skills learned throughout the course into a cohesive strategy for application.
09:54–10:48	Developing a comprehensive leadership action plan for personal and team growth based on insights gained.



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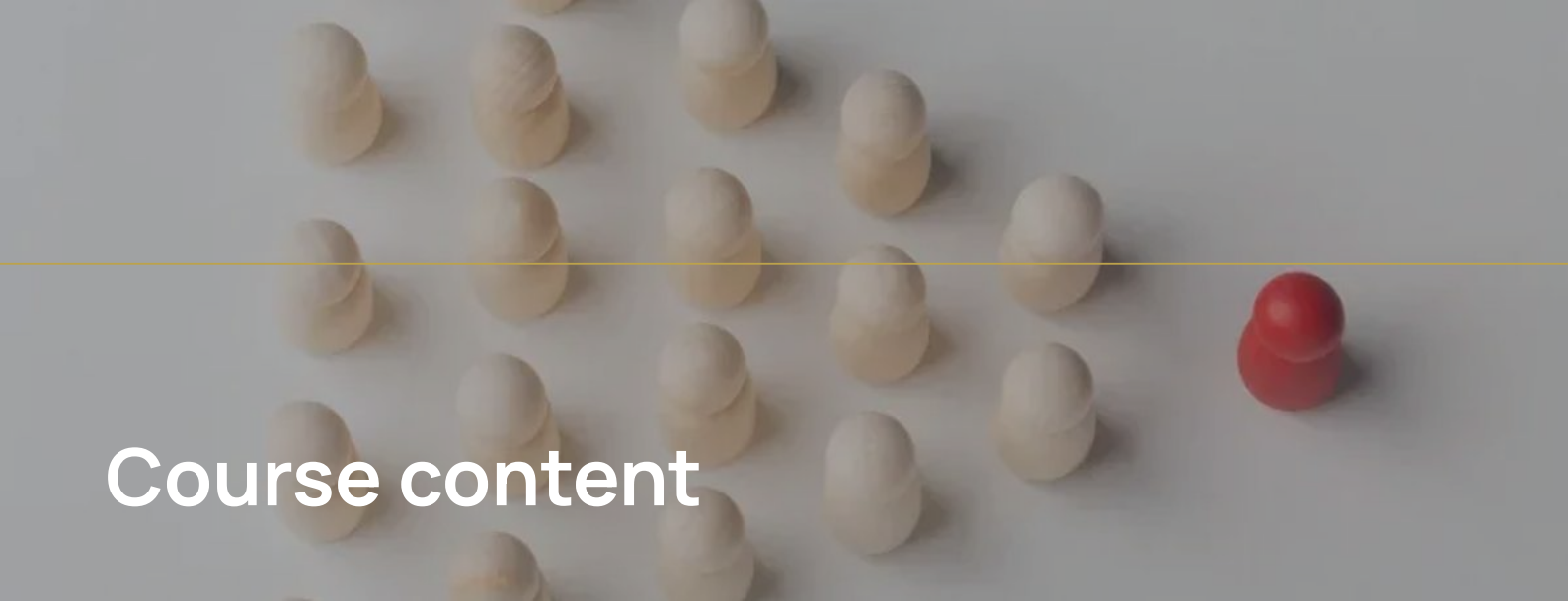
10:48–11:00	Setting personal and team goals for future leadership development initiatives to ensure progress.
11:00–11:30	**Coffee break**
11:30–12:12	Setting personal and team goals for future leadership development initiatives to ensure progress. (continued)
12:12–13:06	Creating accountability mechanisms for ongoing leadership growth and assessment of effectiveness.
13:06–14:00	Presenting leadership plans to peers for constructive feedback and refinement to enhance clarity.

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 EUR, excluding unconfirmed taxes.

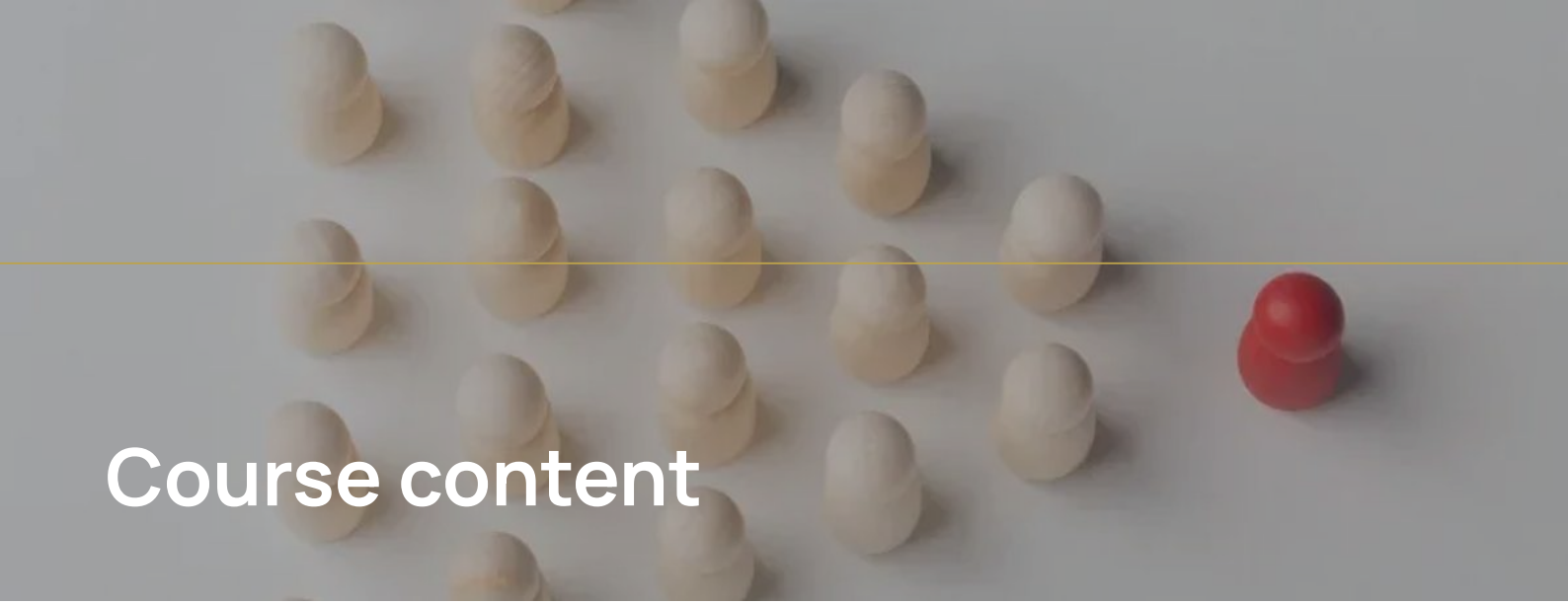
Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,890.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,860.-**



Course content

Dates, venues and fees (continued)

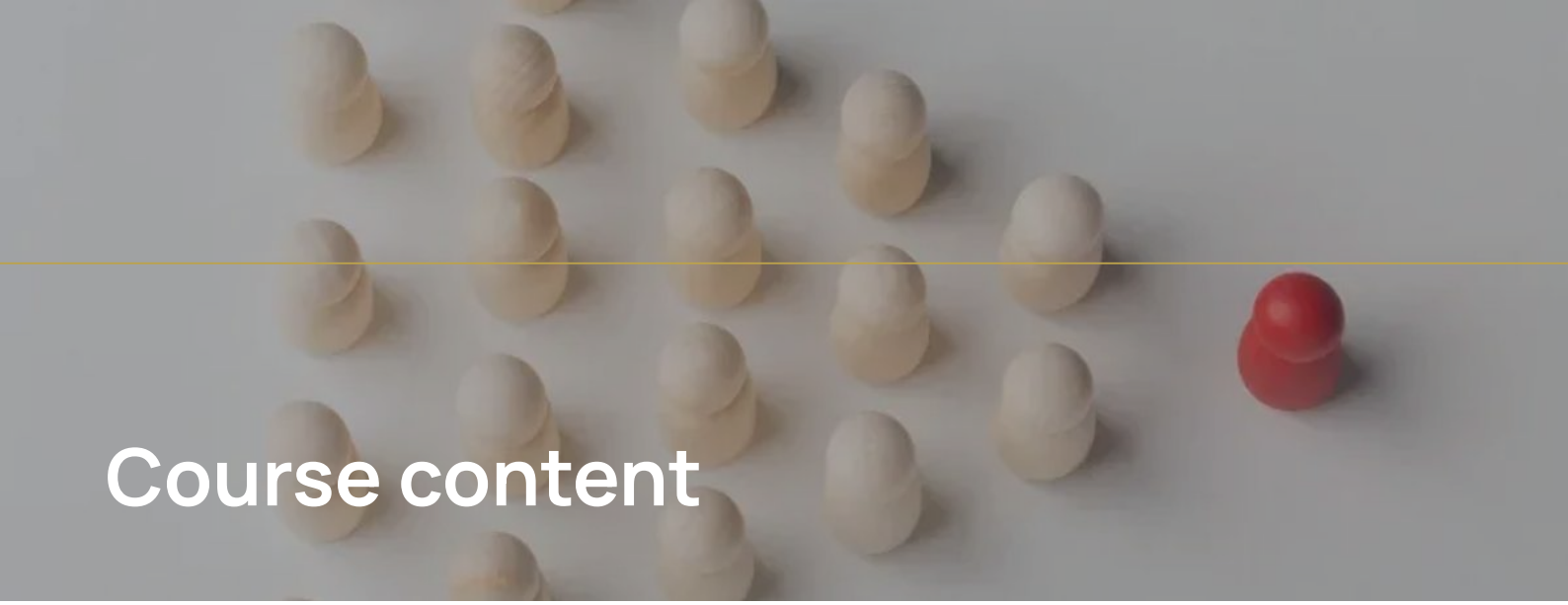
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

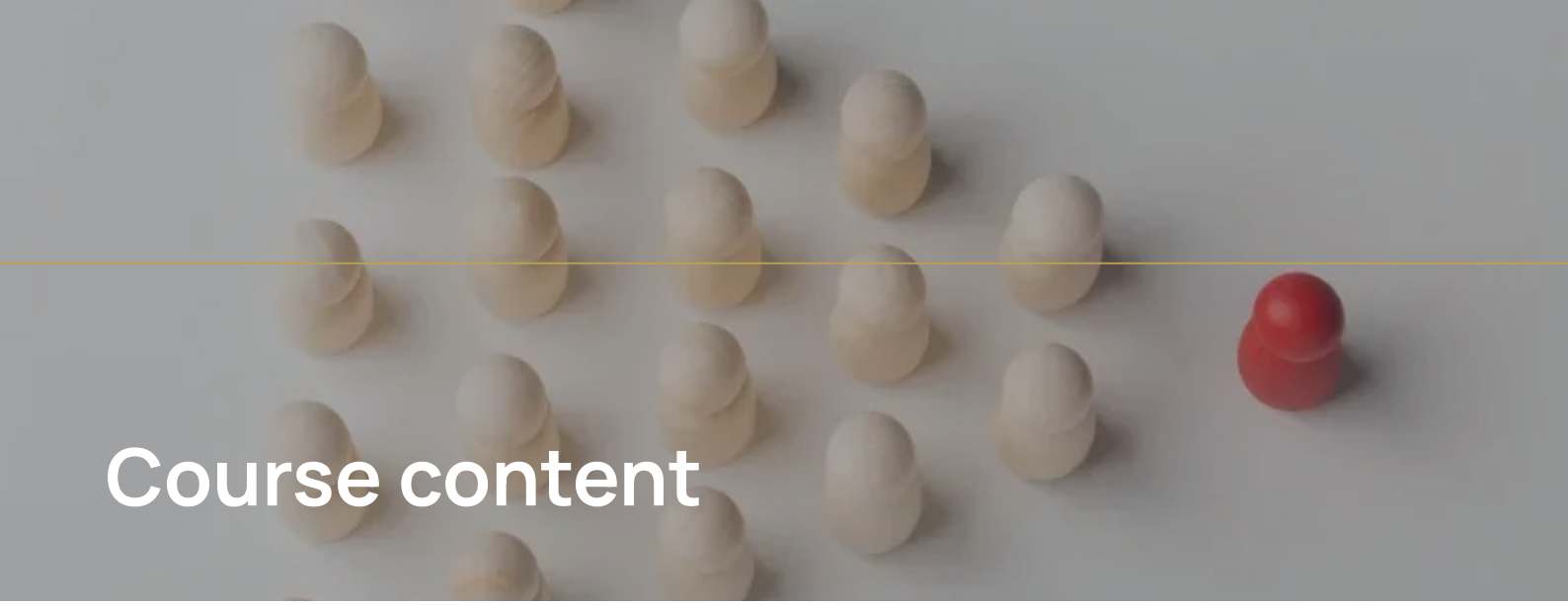
Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Vienna Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,940.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.–**



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Dates, venues and fees (continued)

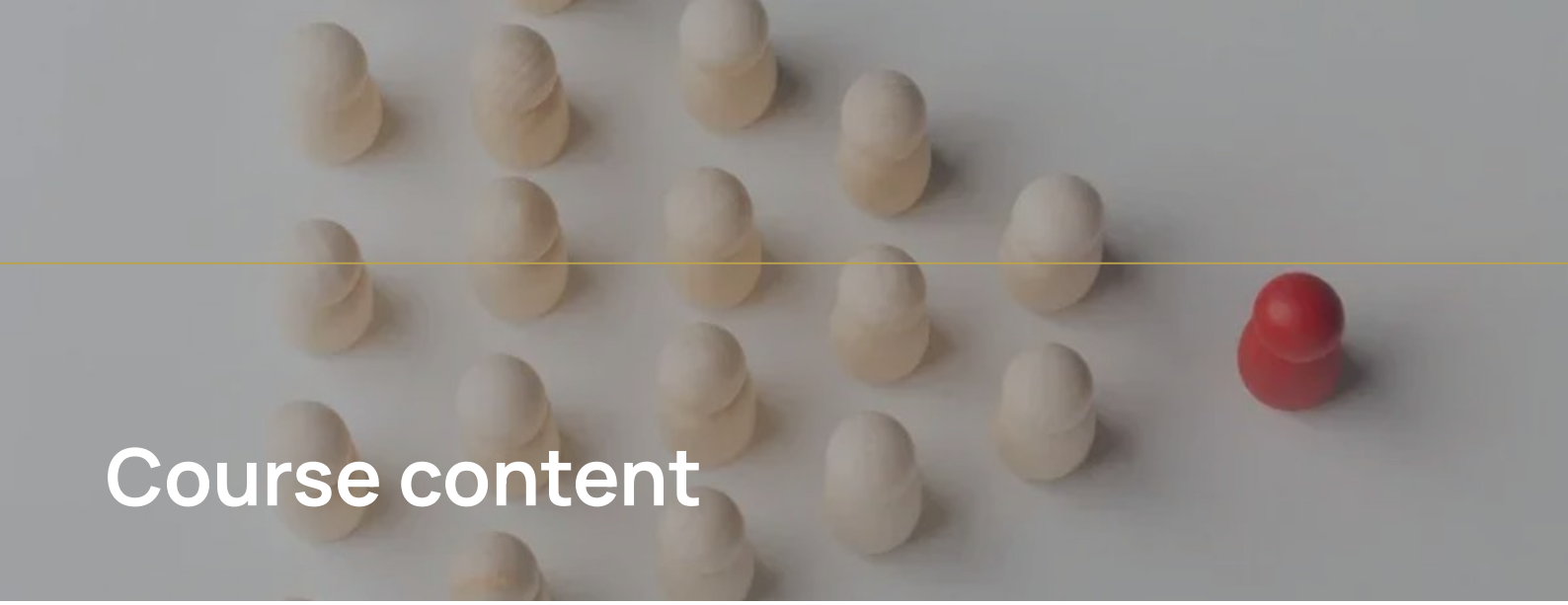
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.-**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**€2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Rome Confirmed dates	10 May 2027	14 May 2027	**€2,450.-**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**€2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**



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Dates, venues and fees (continued)

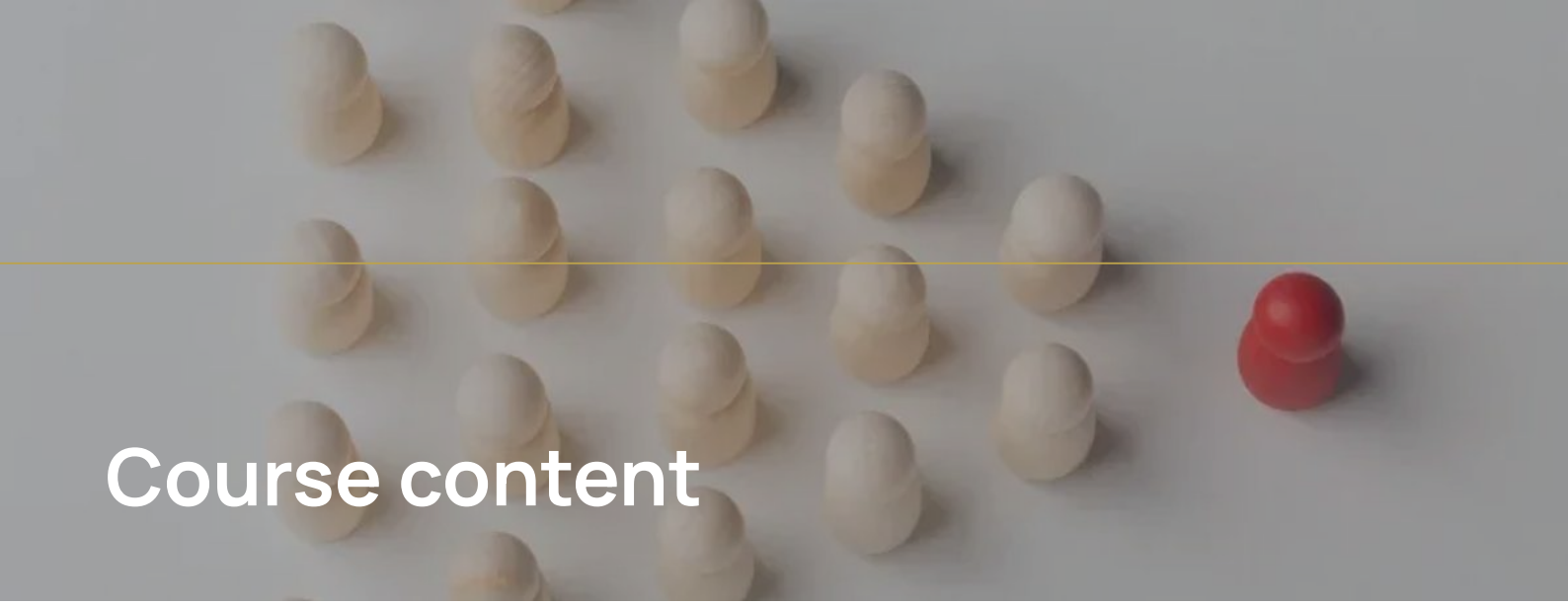
Venue	Start date	End date	Fee (EUR)
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,890.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.–**



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Dates, venues and fees (continued)

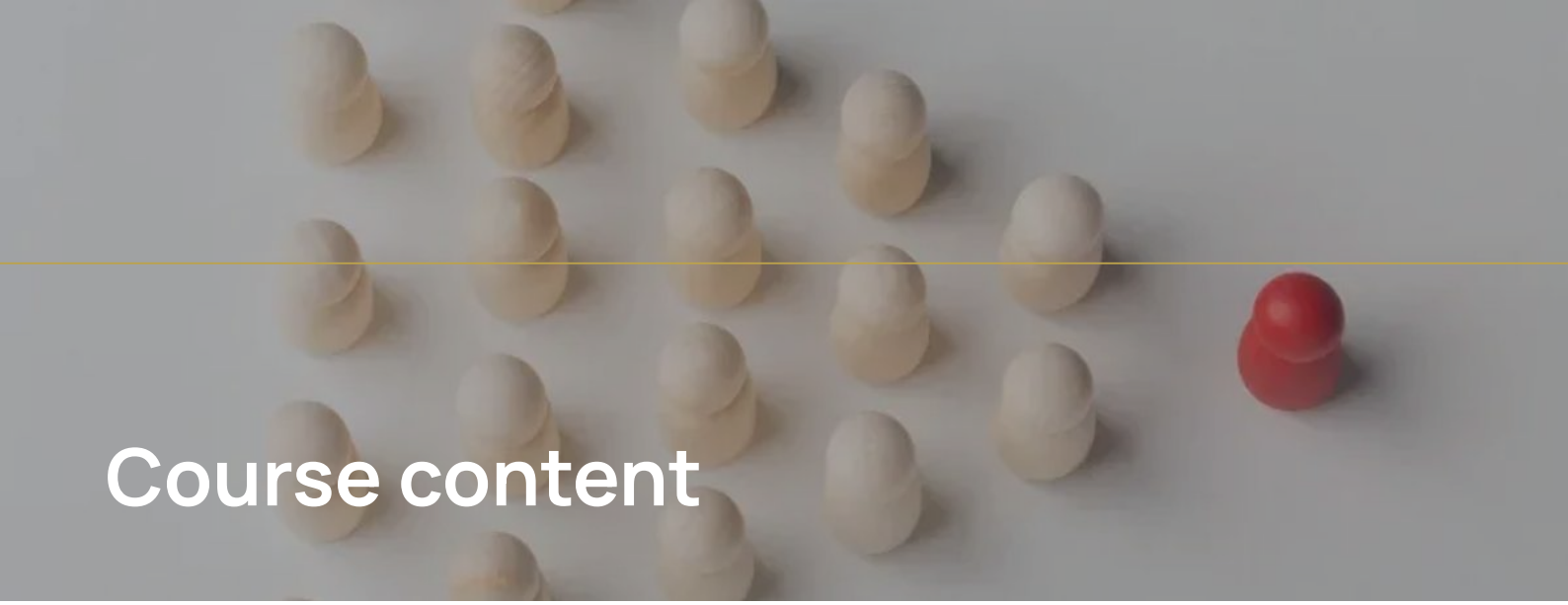
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**



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Dates, venues and fees (continued)

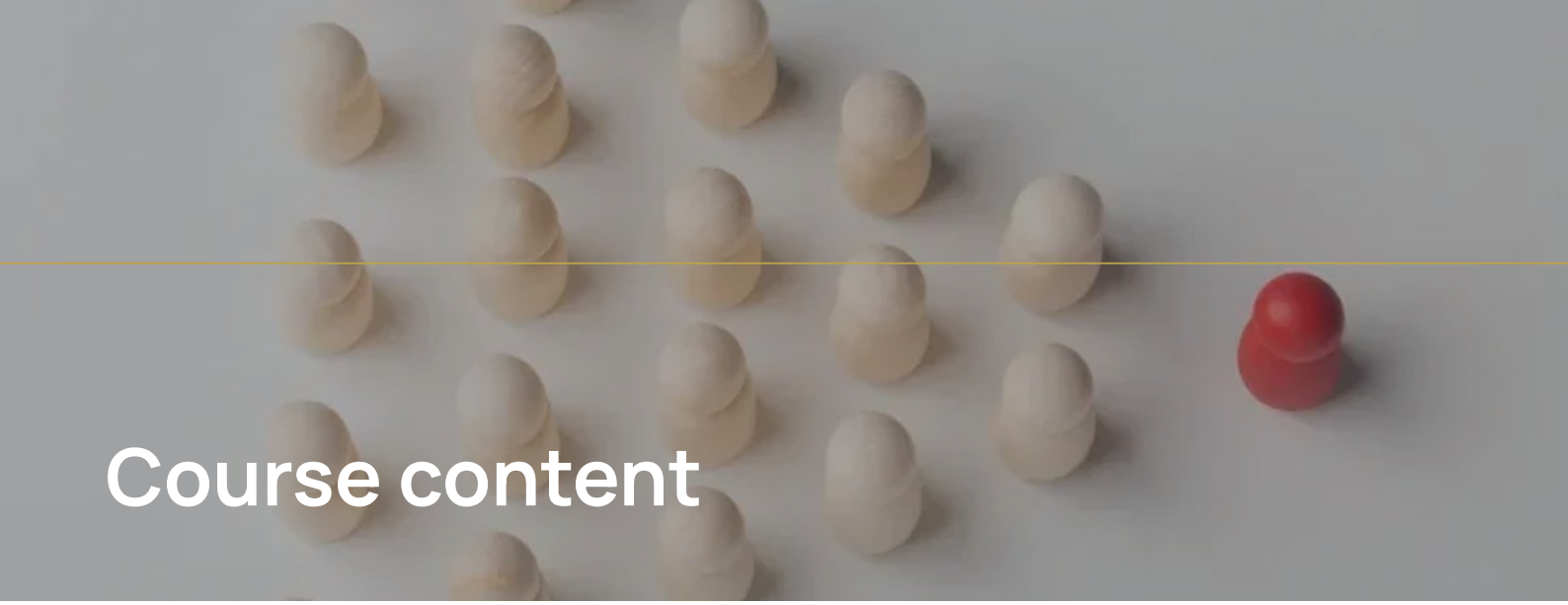
Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,860.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**



Course content

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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