



# NEW MANAGER MASTERCLASS

## Delivery Format



### Face to Face Group Workshops

Maximum 12 participants  
1 day



### Live, Virtual Group Workshops

Maximum 12 participants  
1 day

## Who Should Attend?

Anyone who has moved into a team leader, supervisor or manager role for the first time.  
Also valuable for anyone who:

- ✓ Is about to step up management responsibility
- ✓ Has been a manager for some time but would value a refresh of their management skills
- ✓ Deputises for a manager or leader
- ✓ Has been managing others for some time and has never had any formal training or support to do this
- ✓ Has supervisory responsibility for peers or colleagues
- ✓ Wants more confidence in supporting less experienced colleagues to develop their potential
- ✓ Is a specialist in a team and supports others' development

## Workshop Overview

At Mastery, we believe the first step into a management role can be the most difficult move in a career. This fun, intensive 1-day New Manager Masterclass equips participants with the practical management skills and the confidence they need to succeed as a first-time manager. Our highly experienced and qualified trainers share experiences, skills and techniques to help participants make a success of their first management role, as well as helping them to learn from each other. This management primer builds confidence quickly through exercises, experimentation and play. Participants leave with new practical skills which can be implemented immediately in their role.

## Key Objectives

Participants will leave the workshop with strategies and practical actions to:

- ✓ Give effective feedback in an authentic and honest way
- ✓ Set clear goals and objectives for team members
- ✓ Challenge their team to deliver more and enjoy doing it
- ✓ Engage and motivate their team
- ✓ Proactively manage performance in their team
- ✓ Lead authentically - how to be a leader and still be themselves
- ✓ Remain calm when the pressure is on
- ✓ Lead their team through change
- ✓ Articulate what leadership is and is not
- ✓ Confidently deal with team members who think they should have got their job
- ✓ Assertively deal with unacceptably poor performance
- ✓ Gain insights into any problems they currently face within their role
- ✓ Apply their knowledge immediately in a practical way

This essential, practical masterclass provides invaluable support to managers at any stage of their leadership journey. A Mastery favourite that never fails to receive excellent feedback from participants!