COURSE BROCHURE

Essentials of Management for New Managers

A foundation course that helps newly appointed managers move confidently from individual work to leading a team, and understand what the role demands from day one.

Code	HT-MGT-102
Category	Management & Leadership
Duration	1 week
Level	Beginner
City	Amsterdam

Introduction

The first months in a management role are decisive: a strong individual contributor is suddenly accountable for other people's results, usually with little preparation for such a different kind of work.

Objectives

- Understand the shift from individual contributor to manager accountable for team results
- Plan team work, assign tasks and track progress with simple tools
- Agree clear performance expectations with each team member
- Give constructive feedback and handle first difficult conversations
- Build effective working relationships with the line manager, peers and team

Who should attend

- Employees recently promoted to supervisory or management roles
- Supervisors and team leaders in their first year
- High-potential staff preparing for a management role
- Heads of small units in public and private organizations

Skills you will develop

- Work planning and follow-up
- Setting expectations
- Constructive feedback
- Running one-to-one meetings

Learning Outcomes

- Prepare a personal plan for the first 90 days in the role
- Draft a written expectations agreement with a team member
- Run a structured one-to-one meeting with a clear agenda
- Deliver performance feedback using the SBI (Situation-Behavior-Impact) model

Course Outline

Day 1: Stepping into the Manager Role

- What changes when a peer becomes the manager
- Core management functions in daily work

- Managing relationships with former colleagues

Day 2: Organizing the Team's Work

- Setting team priorities and linking them to departmental goals
- Assigning tasks by capability and workload
- Simple tools for tracking progress and deadlines

Day 3: Expectations and Performance

- Writing clear, measurable performance expectations
- Regular one-to-ones: purpose and structure
- Constructive feedback with the SBI model

Day 4: Communication and Working Relationships

- Managing expectations with your line manager
- Running short, productive team meetings
- Handling your first difficult conversation

Day 5: Getting Off to a Strong Start

- Avoiding common new-manager mistakes
- Building trust and credibility in the early months
- Applied project: a first-90-days plan for a new manager

Training methodology

One-to-one meeting simulations with trainer and peer feedback
Analysis of real situations managers face in their first weeks
Expectation-writing exercises using ready templates
Preparing and presenting a 90-day plan on the final day

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Amsterdam	26 – 30 April 2027	EN	EUR 5,500
Amsterdam	25 – 29 October 2027	AR	EUR 5,500

Fees are per participant.

Contact us

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https://harbor4training.com/en/courses/new-managers-essentials