

Course No. 1382

First-Time Managers Training Course

MANAGEMENT SKILLS
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION

5 Days

LOCATION

Amman, Jordan

DELIVERY

Classroom

DATES

2 – 6 Nov 2026



Scheduled Event Details

CITY	Amman, Jordan
DATE	2 – 6 Nov 2026
DELIVERY TYPE	Classroom
COURSE FEE	€3,100

Course Overview

The First-Time Managers Training Course is a professional development program designed to equip newly appointed managers and emerging leaders with the practical management skills required to succeed in their first leadership roles. The transition from an individual contributor to a manager represents a significant professional shift, as managers become responsible not only for their own work but also for people, priorities, resources, performance, and organizational results. This course provides a structured foundation for making that transition with greater confidence, clarity, and effectiveness.

The course focuses on the essential capabilities required for successful first-time management, including setting expectations, managing employee performance, delegating responsibilities, communicating effectively, making decisions, solving problems, managing priorities, and building productive teams. Participants will learn how to establish credibility, build trust, and create professional relationships with employees, peers, and senior management while maintaining fairness, consistency, and accountability.

The program also addresses the practical challenges commonly faced by newly appointed managers, including managing former peers, handling different levels of employee performance, balancing people needs with business requirements, dealing with difficult conversations, resolving workplace conflicts, and managing increasing workloads. Participants will develop the mindset required to transition from personally completing tasks to achieving results through others.

Designed for government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations, this course provides organizations with a practical approach to preparing new managers for their responsibilities. It supports the development of strong managerial foundations, effective team leadership, and future leadership capability while helping newly appointed managers understand what is expected from them in their

new roles.

Through case studies, practical exercises, role plays, workplace scenarios, and interactive workshops, participants will practice responding to realistic managerial situations in a structured learning environment. The course emphasizes immediate workplace application and enables first-time managers to build effective management habits, strengthen employee performance, and lead their teams with greater confidence and professionalism.

Objectives

- Analyze the responsibilities of first-time managers and identify the core capabilities required for effective management during the training program.
- Assess the transition from individual contributor to manager and identify the key challenges associated with assuming managerial responsibility.
- Develop practical approaches for building credibility, trust, and professional relationships with employees and colleagues.
- Apply effective techniques for setting expectations, assigning responsibilities, and monitoring work results.
- Design practical approaches for managing employee performance and providing constructive guidance and feedback.
- Improve delegation, prioritization, and time management practices to support effective use of managerial resources.
- Strengthen decision-making and problem-solving capabilities for common managerial situations.
- Implement professional approaches for handling workplace conflicts and difficult conversations.
- Evaluate employee development needs and identify practical opportunities for strengthening team capability.
- Align daily management practices with departmental objectives, organizational policies, and performance expectations.
- Develop a practical first-time management action plan that supports successful transition into the managerial role.

Who Should Attend

This course is designed for employees who have recently been promoted to management or supervisory positions, first-time managers, newly appointed department heads, new team leaders, and supervisors preparing to assume broader management responsibilities. It is particularly suitable for experienced professionals who have been selected for leadership roles and need to establish a strong foundation in people management, performance management, and managerial decision-making.

The program is also highly relevant for professionals working in human resources, operations, finance, procurement, project management, customer service, quality, planning, technical functions, and administrative departments who have recently become responsible for teams, employees, or shared business results. It can also support organizations that want to prepare newly appointed managers before or during the early stages of their management responsibilities.

The course is valuable for executives, human resources leaders, talent development professionals, and decision makers responsible for developing management capability and future leadership pipelines. It helps organizations establish consistent management practices among newly appointed leaders and prepare them for increasingly complex responsibilities.

Learning Outcomes

- Explain the core responsibilities of first-time managers and distinguish managerial responsibilities from individual technical responsibilities.
- Build professional credibility, trust, and effective working relationships with employees, peers, and senior management.
- Establish clear expectations for roles, responsibilities, performance, and workplace behavior.
- Assign and delegate responsibilities according to employee capability, experience, workload, and business requirements.
- Apply effective follow-up and accountability practices without excessive managerial intervention.
- Manage employee performance and provide constructive coaching and feedback.
- Handle workplace problems, conflicts, and difficult conversations using professional management techniques.
- Make sound managerial decisions while managing pressure, uncertainty, and competing priorities.

- Organize time, priorities, and workloads to focus on activities that create the greatest managerial and organizational value.
- Identify employee development needs and support the growth of individual and team capabilities.
- Strengthen teamwork, accountability, engagement, and professional collaboration.
- Create a practical personal development plan for building long-term managerial effectiveness.

Course Outline

DAY 01

Transitioning into Management and Building Managerial Credibility

- Understanding the transition from individual contributor to manager
- The responsibilities, authority, and accountability of first-time managers
- Building trust, credibility, and professional relationships within the team
- Managing relationships with former peers after promotion into management

PRACTICAL APPLICATION OR DISCUSSION

Analyzing first-time management challenges and establishing priorities for the early stage of the new role

DAY 02

Managing Teams, Setting Expectations, and Delegating Responsibilities

- Building structured and accountable teams
- Defining roles, responsibilities, performance standards, and expectations
- Assigning responsibilities according to capability, experience, and operational requirements
- Effective delegation, follow-up, and accountability

PRACTICAL APPLICATION OR DISCUSSION

Developing a team management and responsibility allocation plan

DAY 03**Performance Management, Communication, and Feedback**

- Fundamentals of employee performance management for new managers
- Monitoring results and identifying performance gaps
- Managerial communication, professional listening, and effective questioning
- Coaching employees and providing constructive performance feedback

PRACTICAL APPLICATION OR DISCUSSION

Role play involving an employee performance discussion and workplace performance challenge

DAY 04**Decision-Making, Problem-Solving, and Conflict Management**

- Approaches to effective managerial decision-making
- Analyzing workplace problems and identifying root causes
- Evaluating alternatives, risks, and potential consequences
- Managing disagreements and workplace conflicts within teams

PRACTICAL APPLICATION OR DISCUSSION

Simulating a managerial situation requiring problem-solving, decision-making, and conflict resolution

DAY 05**Managing Priorities and Developing the First-Time Manager**

- Managing time, priorities, workload, and managerial pressure
- Focusing managerial effort on high-value activities and organizational results
- Developing employees and strengthening team capability
- Establishing personal management goals and preparing for future leadership responsibilities

FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE

Developing a practical first-time management development and workplace implementation plan



Register or Request More Information

Course page: <https://quest-training.com/courses/first-time-managers-training-course>

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