First-Time Manager Foundations and Team Leadership Course

26 – 30 September 2027
Cape town

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Training Center

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Ref: 1166_186151 **Date:** 26 – 30 September 2027 **Location:** Cape town **Fees:** 4500 Euro

Overview

First-Time Manager Foundations and Team Leadership Course is a one-week course for newly appointed supervisors, first-time managers, team leaders, and specialists moving into people responsibility, who leave with a 90-Day Manager Action Plan. Participants clarify role identity, set priorities, delegate outcomes, communicate expectations, lead meetings, give feedback, address performance, manage conflict, motivate people, and develop team capability. The course turns technical contribution into repeatable management practice. Agile Leaders Training Center develops practical first-line management capability.

Who Should Attend

- New managers responsible for results through other people for the first time
- Supervisors responsible for daily work allocation, follow-up, and team standards
- Team leaders responsible for coordination, communication, and problem escalation
- Technical specialists preparing to assume formal people-management responsibility
- Project or functional coordinators beginning to conduct performance conversations

The course assumes participants know their operational work and are entering a people-management role; it leaves out executive strategy and advanced organizational design.

Departments and Industries

The course supports first-line management wherever teams must coordinate work, performance, and development.

- Operations, customer service, sales, and administrative departments
- Finance, technology, engineering, and professional-services teams
- Manufacturing, logistics, construction, and energy organizations
- Healthcare, education, public services, and nonprofit institutions
- Retail, hospitality, telecommunications, and business-services enterprises

Learning Objectives

By the end of this course, participants will be able to:

- Apply a role-transition map to new management responsibilities
- Build team goals, priorities, routines, and meeting structures
- Use delegation agreements with authority and checkpoints
- Apply behavior-based feedback and performance conversations
- Diagnose conflict, motivation, and team-development needs
- Build a practical 90-Day Manager Action Plan

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Course Agenda

Day 1: Role Transition and Direction

- Individual-Contributor-to-Manager Transition Map
- Manager Responsibility and Authority Charter
- Stakeholder Expectation Interview Guide
- Team Purpose and Outcome Statement
- Priority and Goal Alignment Board

Day 2: Work Planning and Delegation

- Workload and Capability Mapping Grid
- Delegation Outcome and Authority Agreement
- Responsibility, Support, and Checkpoint Plan
- Team Meeting Agenda and Decision Log
- Follow-Up Without Micromanagement Checklist

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Day 3: Communication and Feedback

- Manager Communication Channel Map
- Active Listening and Questioning Sequence
- Behavior-Impact Feedback Conversation
- Expectation and Accountability Dialogue
- Difficult-Conversation Preparation Sheet

Day 4: Performance and Team Development

- Performance Expectation and Evidence Record
- Coaching Question and Development Plan
- Conflict Source and Response Matrix
- Motivation and Recognition Preference Map
- Team Development and Trust Action Review

Day 5: Management Practice and First 90 Days

- Exercise: Reset Priorities and Team Working Agreements
- Exercise: Delegate an Outcome with Authority and Controls
- Exercise: Conduct Feedback and Performance Conversations
- Exercise: Resolve a Team Conflict and Agree Follow-Up
- Capstone Exercise: 90-Day Manager Action Plan

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Practical Exercises

The course uses suggested activities that convert daily management situations into repeatable routines.

- Suggested activity: rewrite a task assignment as an outcome-based delegation agreement
- Suggested activity: prepare feedback using observable behavior and work impact
- Suggested activity: facilitate a short meeting with decisions, owners, and checkpoints
- Suggested activity: map actions for the first 30, 60, and 90 days in role

FAQs

Who suits first-time manager foundations training?

New managers, supervisors, team leaders, and specialists entering people responsibility suit the training. Participants should know their operational work but need not have previous formal management experience.

How does first-time manager training differ from executive leadership training?

First-time manager training focuses on daily role clarity, priorities, delegation, communication, feedback, performance, meetings, conflict, motivation, and early team routines rather than enterprise strategy or executive governance.

What should a first-time manager delegate?

A first-time manager should delegate suitable outcomes with clear standards, authority, resources, support, checkpoints, and accountability while retaining responsibilities that require the manager's own judgment or authority.

How should a new manager give corrective feedback?

Corrective feedback should describe observable behavior, explain its work impact, invite the employee's perspective, agree the expected change, offer support, and set a follow-up point.

What belongs in a 90-Day Manager Action Plan?

A 90-Day Manager Action Plan should sequence stakeholder conversations, team expectations, priorities, delegation, meeting routines, feedback, development needs, relationship building, risks, and progress reviews.

Conclusion

Participants take back a 90-Day Manager Action Plan containing role expectations, stakeholder priorities, team outcomes, delegation agreements, meeting routines, feedback guides, performance records, conflict responses, and development actions. The plan converts a new title into deliberate management practices. It also creates checkpoints for learning from the team's response and adjusting early decisions.