



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Key Managerial Skills for New Managers and Supervisors

Code	City	Hotel	Start	End	Price	Language - Hours
303	Zagreb (Croatia)	Hotel Meeting	2025-12-29	2026-01-02	4950 €	En - 25

Program Objectives

By the end of the program, participants will be able to:

- Discover their role as new managers or supervisors.
- Apply different leadership styles to successfully lead and motivate their employees.
- Empower employees through delegation.
- Build and manage winning teams.
- Manage self, time, and stress in a restless work environment.
- Apply new tools and techniques to improve decision-making and problem-solving.

Who should attend

New managers or supervisors, prospective managers or supervisors, and managers or supervisors with some experience but no formal training.

Program Outline

Day 1 : Responsibilities of New Managers

- Managing for Competitive Advantage
- Roles and Responsibilities
- The Four Functions and Ten Roles of Management



- Skills Needed at Different Management Levels
- Common Mistakes Made by New Managers and Supervisors

Day 2 : Teams and Leadership

- What Makes a Team?
- Stages of Team Formation
- Teams Dynamics and Team Building
- Situational Leadership and its Application to Team Leadership
- Current Trends and Issues

Day 3 :Mastering the Art of Motivation

- What is Motivation?
- Myths about Motivation
- The Main Theories
- Current Trends and Issues
- Implications for Managers

Day 4 : Delegation

- Time and Stress Management
- Definition of Time Management
- Identifying Your Time Wasters - Activity Log
- Dealing with and Managing Your time Wasters
- Start Planning Effectively
- Using the Priority Matrix and To-Do-Lists
- Definition of Stress
- Causes and Symptoms of Stress
- Techniques and Approaches to Managing Stress

Day 5 : Problem-Solving and Decision-Making



- Tools and Techniques
- The Traditional Approach to Problem-Solving
- The Helicopter View
- The Ishikawa Fishbone Technique
- The How-How Technique
- The Do's and Don'ts of Brainstorming Techniques



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.