



**SCANDINAVIAN ACADEMY**  
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# Course: Key Managerial Skills for New Managers and Supervisors

Code	City	Hotel	Start	End	Price	Language - Hours
303	Yerevan (Armenia)	Hotel Meeting	2025-08-25	2025-08-29	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.