



**SCANDINAVIAN ACADEMY**  
For Training and Development



# Course: Key Managerial Skills for New Managers and Supervisors

Code	City	hotel	Start	End	price	Hours
303	Zurich (Switzerland)	Hotel Meeting Room	2024-06-17	2024-06-21	5450 €	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 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 buffet sessions for light meals during lectures.