



New Manager Training

2 Day – Advanced Training Delivery Content

A comprehensive practical training content for training New Managers and operations professionals with **structured New managerial tools and frameworks**, built specifically for the corporate environment.



For Management Professionals

ICARIANS

DESIGNED & DEVELOPED FOR

- Training & Management Professionals
- Master Trainers
- **Organizational Development Coaches**
- HR, L&D Professionals
- Freelance Corporate Trainers
- New and Aspiring Trainers

2 DAY PRE-DESIGNED PROGRAM

WITH TRAINER'S NOTES FOR EACH SLIDE

Let's Look inside the Collection





This Pre-Designed Content holds 20 Folders



**And Each Folder holds
specific Files**



1. Detailed Facilitator Guide

Detailed Guide

2. Training Agenda, Brochure, Proposal

3 specific files for program introduction

3. PPT - Day 1

40+ Slides Advanced PPT

4. Trainer's Notes - Day 1

Trainer's Notes for each slide of PPT

5. Icebreakers - Day 1

5 Detailed Icebreakers

6. Case Studies - Day 1

5 Detailed Case studies

7. Roleplays - Day 1

5 Detailed Roleplays

8. Activities - Day 1

5 Detailed Activities

9. Managerial Frameworks

5 frameworks for day 1

10. PPT - Day 2

45+ slide Advanced PPT

 11. Trainer's Notes for Day 2

Detailed Trainer's notes for each slide of day 2

 12. Icebreakers - Day 2

5 Detailed Icebreakers for Day 2

 13. Case Studies - Day 2

5 Detailed Case Studies for Day 2

 14. Roleplays - Day 2

5 Detailed Roleplays for Day 2

 15. Activities - Day 2

5 Detailed Activities for Day 2

 16. Managerial Frameworks

5 frameworks for day 2

 17. Trainer's Handbook

Trainer's Handbook of the program

 18. Participant Handbook

Participant Handbook cum workbook

 19. Pre Training Assessment

Pre Training Assessment Sheet

 20. Post Training Assessment

Post Training Assessment Sheet

Let's Look at some Screenshots



Of the Content



NEW MANAGER READINESS PROGRAM

DAY 1 OF 2

Transitioning from Individual Contributor to Manager

Program Details

Duration

Full Day (9:00 AM – 6:00 PM)

Format

Instructor-Led & Experiential

Group Size

12–20 Participants

Sessions

5 Core Sessions + Activities

Facilitator's Confidential Training Deck

Advanced Level Editable PPTs

Why Trust is the Foundation

Everything else in management depends on it

Without trust, management is just authority.

With trust, you unlock performance, creativity, and loyalty.

74%

of employees who trust their manager are more engaged at work

50%

higher productivity in teams with high psychological safety

3x

more likely to stay — employees who trust their direct manager

Icebreaker: Best Manager / Worst Manager

Pair Discussion — 4 minutes



Think of the **BEST** manager you ever had.

What made them great?
What did they do that you still remember today?



Think of the most **DIFFICULT** manager.

What did they do that you wish they hadn't?

Share with a partner → We will harvest insights as a group

Empathy Mapping Activity

Understanding your team member's world

Pick one team member. Map their experience:

THINKS & FEELS

What are their worries? What motivates them?

HEARS

What do colleagues say? What does your manager say?

SAYS & DOES

What do they say in meetings? How do they behave?

PAIN & GAIN

What frustrates them? What would they love more of?

The SBI Feedback Model

A structure that removes subjectivity and bias from feedback

S

SITUATION

Anchor in a specific, recent, observable situation.

Example: "In yesterday's team meeting..."

NOT: "You always..." or "Recently you tend to..."

B

BEHAVIOUR

Describe only the visible behaviour — not personality or intent.

Example: "You interrupted three people before they finished."

NOT: "You were rude and disrespectful."

I

IMPACT

State the effect of that behaviour on you, the team, or the outcome.

Example: "This caused confusion and two people stopped contributing."

NOT: Generic "It wasn't great."

+ DESIRED OUTCOME: Always close with what you need to see going forward. 'What I'd like to see is...'

The Tuckman Model

Every team moves through four predictable stages

FORMING



Polite, unclear roles, cautious. People are still sizing each other up.

Manager role:

Provide direction. Set clear norms. Create early safety.

STORMING



Personalities clash, roles contested. Conflict emerges. Energy is high but tense.

Manager role:

Stay calm. Don't avoid conflict. Facilitate resolution.

NORMING



Team starts to cohort. Trust builds. Norms establish. Collaboration improves.

Manager role:

Step back gradually. Reinforce collaboration. Recognise progress.

PERFORMING



High-functioning, self-directed. Minimal supervision needed.

Manager role:

Remove obstacles. Set stretch goals. Celebrate wins.

Delegation & Accountability

Session 4 | 60 Minutes | 3:30 – 4:30 PM

4

Delegation Matrix

Avoiding Micromanagement

Ownership Culture

Day 1 Summary

What we covered today

Session 1	Manager Mindset Shift <i>Key takeaway: Your job is no longer to be the best — it's to bring out the best.</i>
Session 2	Trust & Psychological Safety <i>Key takeaway: Trust is built in moments. Psychological safety enables greatness.</i>
Session 3A	Communication Essentials <i>Key takeaway: 55% of your impact is non-verbal. Listen to understand, not reply.</i>
Session 3B	Difficult Conversations <i>Key takeaway: SBI feedback is specific, observable, and impactful — not personal.</i>
Session 4	Delegation & Accountability <i>Key takeaway: If you can't let go, you become the bottleneck. Trust to delegate.</i>
Session 5	Team Dynamics <i>Key takeaway: Know your team's stage — your management approach must match it.</i>

Day 1 | New Manager Readiness Program

Designed with Creativity and Elegance

Managing vs. Coaching

Two modes — great leaders use both deliberately

 MANAGING	 COACHING
- Telling, directing, instructing - You provide the answer - Fast — but creates dependency - Best for: urgent tasks, new employees, safety-critical situations ✓ Outcome: compliance	- Asking, exploring, challenging - The coachee finds their own answer - Slower — but builds capability and ownership - Best for: development, repeated issues, confidence building ✓ Outcome: competence + commitment

Manager as Mediator

A step-by-step facilitation approach

1	Set the Container Begin by stating your intent: 'My goal is to help us find a way forward that works for everyone — and for the team.' Establish ground rules: one person speaks at a time, no personal attacks.	2	Hear Each Side Each person speaks without interruption. The manager paraphrases back: 'What I hear you saying is...' Do not agree or disagree. Just understand.
3	Identify Underlying Needs Move from positions to interests. 'Alex, what's most important to you here?' The conflict is rarely about what they say it's about.	4	Find Common Ground Ask: 'Is there anything you both agree on?' There almost always is. Start from shared interest, not contested territory.
5	Create Options Together 'What are some ways we could approach this differently?' Let them generate solutions — ownership of the solution dramatically increases follow-through.	6	Agree and Commit Close with explicit commitments: who will do what, by when, and how you will know it is working. Follow up within one week.

Day 2 | New Manager Readiness Program

Why EQ Matters More Than IQ in Management

Technical skills get you promoted. EQ determines if you stay.

90%	58%	4×	
of top performers have high emotional intelligence	of job performance in all types of jobs is driven by EQ	more likely to be promoted — managers with high EQ vs low EQ	
Self-Awareness	Self-Regulation	Empathy	Social Skills
Knowing your emotional triggers, patterns, and impact on others. The foundation.	Managing your emotional reactions — responding, not reacting. The pause between stimulus and action.	Understanding others' emotional states. Seeing the situation from their vantage point.	Influencing, communicating, inspiring, and managing relationships effectively.

Conflict Management & Resolution

Session 8 | 60 Minutes | 1:45 – 2:45 PM

Conflict Styles	Thomas-Kilmann	Mediation Skills	Hot Seat Drill
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Day 2 | New Manager Readiness Program

Crisis Leadership Challenge

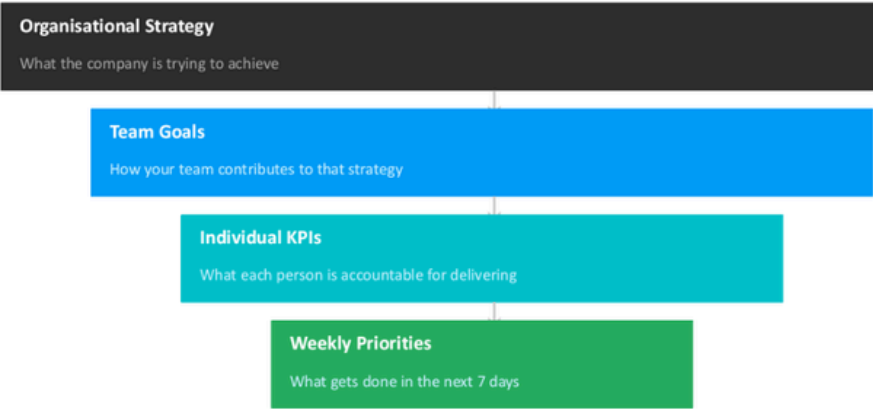
Team Activity — 20 minutes

 CRISIS DAY — All of these happen simultaneously on a Monday morning:			
1	Key Team Member Resigns Your best performer hands in their notice at 9 AM. Client handover begins today.	2	Client Escalation A major client is threatening to go to your CEO. Your team must deliverable. Client says the brief was changed. Team disagree.
3	Missed Deadline A project deadline was missed Friday. You found out Monday morning — not from the team member.	4	Executive Request Your Director emails at 9:15 AM asking for an unplanned presentation to senior leadership at 2 PM today.
Task: Prioritise. Decide. Assign. Act. Produce a written action plan in 15 minutes. Debrief: How did you decide what to do first?			

Day 2 | New Manager Readiness Program

Aligning Individual KPIs to Team Goals

The cascade that creates coherent performance



 When team members can't see how their KPIs connect to team goals — engagement and accountability both suffer.

LEADERSHIP DEVELOPMENT

NEW MANAGER READINESS PROGRAM

Transitioning High Performers into High-Impact Leaders

A 2-Day Immersive Leadership Transformation Experience

2
Full Days

14+
Sessions

8
Frameworks

9+
Outcomes

IDEAL FOR: Newly Promoted Managers · First-Time Managers · Team Leaders · Supervisors · Project Leads

PROGRAM COVERS:

- Leadership Mindset & Transition
- Delegation & Accountability
- Feedback & Coaching
- Decision Making & Problem Solving

- Communication & Team Leadership
- Performance Management
- Conflict & Change Management
- Leadership Action Planning

Proposal, Manual, handbook

PROGRAM HIGHLIGHTS

Participants Will Experience

■ Leadership Simulations	■ Real Workplace Case Studies
■ High-Impact Roleplays	■ Coaching Conversations
■ Delegation Exercises	■ Conflict Management Scenarios
■ Decision-Making Challenges	■ Feedback Simulations
■ Interactive Group Activities	■ Leadership Self-Assessments

KEY FRAMEWORKS COVERED

◆ Situational Leadership	Adapting leadership style to team member development
◆ Eisenhower Priority Matrix	Urgent vs. important task prioritisation
◆ Accountability Systems	Building cultures of ownership and responsibility
◆ Delegation Mapping	Matching tasks to the right people effectively

METHODOLOGY & FRAMEWORKS

How Participants Learn and What They Apply

TRAINING METHODOLOGY

Adult Learning Principles
Designed specifically for working professionals with real management challenges.

Scenario-Based Learning
Realistic workplace simulations and case studies drive deep learning.

Facilitated Reflection
Structured reflection connects learning directly to each participant's context.

Experiential Learning
Participants learn through doing, reflection, and real-time application.

Peer Learning
Collaborative group discussions encourage shared insights and perspectives.

LEARNING OUTCOMES

By the end of the program, participants will:

✓ Lead teams with confidence	✓ Communicate effectively	✓ Delegate strategically
✓ Handle difficult conversations	✓ Improve employee performance	✓ Coach and develop employees
✓ Manage workplace conflict	✓ Lead through change	✓ Make better managerial decisions

NEW MANAGER READINESS PROGRAM

DAY 1 — TRANSITIONING FROM INDIVIDUAL CONTRIBUTOR TO MANAGER

PRACTICAL FRAMEWORKS COVERED

SMART Goals
Goal Setting Framework

GROW Model
Coaching Conversations

SBI Feedback
Structured Feedback

Situational Leadership
Style Adaptation

Eisenhower Matrix
Task Prioritization

Accountability Mapping
Ownership Systems

Delegation Framework
Task Assignment

Performance Improvement
Employee Development

HIGH-IMPACT LEARNING ACTIVITIES & ROLEPLAYS

- Leadership Reflection Exercises
- Team Decision Challenges
- Change Resistance Exercises
- Feedback Meeting Simulations

- Delegation Mapping Activity
- Conflict Resolution Simulations
- KPI Alignment Activities
- Career Development Conversations

- Communication Barrier Activities
- Performance Coaching Roleplays
- Difficult Employee Conversation Practice
- Team Meeting Facilitation

FACILITATOR'S GUIDE

Slide-by-Slide Delivery Guide with Scripts, Frameworks & Facilitation Notes

Detail	Information
Target Audience	New & Aspiring Managers
Day	Day 1 of 2
Duration	Full Day — 9:00 AM to 6:00 PM
Total Slides	40 Slides
Sessions	5 Core Sessions + Opening & Closing
Methodology	Instructor-Led, Experiential, Reflective

ICEBREAKER 2: “MANAGER IDENTITY CARD”

INSTRUCTIONAL DESIGN & FACILITATION PLAYBOOK

SUGGESTED SLIDES / SECTION ALIGNMENT

This module provides targeted positioning within the following curricular tracks:

- **New Manager Identity:** Anchoring personal professional transitions.
- **Roles & Responsibilities of Managers:** Translating mandates into behavioral standards.
- **Leadership Mindset:** Instigating shift from solo execution to collaborative scale.
- **Self-Awareness & Personal Leadership:** Establishing intentional introspection vectors.

PURPOSE OF THE ACTIVITY

This cornerstone exercise guides participants through structured operational parameters to:

- Reflect systematically on their internal, authentic leadership identity markers.
- Build rigorous emotional and tactical self-awareness as an emergent team leader.
- Explicitly define the specific cultural and functional archetype of the manager they intend to become.
- Identify current personal strengths, developmental fears, and key training improvement areas.
- Instill deep personal and emotional ownership over their long-term managerial evolution.

Strategic Intent: This activity works exceptionally well early in the program because it shifts the participant's foundational question from a transactional format: “*What does a manager do?*” into a highly active, identity-driven paradigm: “*Who do I want to become as a manager?*”

ACTIVITY DURATION & AGENDA

Total Dynamic Run-Time: 25–35 Minutes

Segment Block	Time Allocation	Facilitation Milestone Focus
Introduction	5 Minutes	Framing philosophy, parameters setup, and structural context.

CASE STUDY 3: LOW EMPLOYEE MOTIVATION

CASE STUDY TITLE: “THE DISENGAGED STAR PERFORMER”

SUGGESTED SLIDES / SECTIONS ALIGNMENT

This dynamic case workbook is explicitly engineered to deploy within the following training blocks:

- **Motivation & Engagement:** Breaking down the foundational elements of workforce energy.
- **Coaching Employees:** Transforming supervisory interactions from correction to performance facilitation.
- **Employee Performance:** Isolating underlying behavioral variables behind metric dips.
- **Emotional Intelligence:** Applying self-regulation and deeper situational decoding tools.
- **Leadership Communication:** Executing non-defensive, empathy-driven alignment conversations.

LEARNING OBJECTIVES

By the conclusion of this case analysis module and its breakout tracks, participants will:

1. Analyze the disengagement factors and their impact on team performance.

PURPOSE

This assessment measures learning improvement and practical application capability following the 2-day programme. Focus is placed on problem-solving readiness for your next workplace project.

Participant Instructions:

1. Apply concepts and tools learned during the workshop.
2. Time available: 45–60 minutes.
3. Complete all sections honestly to benchmark your growth.

SECTION A

FRAMEWORK WORKSHEET 2

EISENHOWER PRIORITY MATRIX

PURPOSE OF THIS FRAMEWORK

Managers often struggle because they spend too much time reacting to urgent tasks instead of focusing on important responsibilities.

The Eisenhower Priority Matrix helps managers:

- Prioritize effectively
- Reduce overwhelm
- Improve productivity
- Focus on high-impact work
- Avoid burnout and constant firefighting

LEARNING OBJECTIVES

By the end of this session, participants will:

Case Studies, Guides & Activities

TRAINER'S GUIDE

FACILITATION & COACHING INSTRUCTIONS

FACILITATION TIPS

- **Encourage Real Examples:** Ask participants to share actual workplace situations.
- **Keep it Practical:** Avoid purely theoretical discussions.
- **Engage All:** Ask quiet participants: “What would you have done differently?”
- **Manage Time:** Ensure 5 minutes per group for final presentations.

Visual Flipchart Exercise

Create a live tally on a flipchart during the discussion to track frequency:

DELAY CAUSE	FREQUENCY MENTIONED
Vendor / Material Delay	
Scope Change / Mezzanine Requests	
Compliance / Safety requirements	
Resource Allocation	

ROLE PLAY 1: DIFFICULT EMPLOYEE CONVERSATION

SIMULATION CHALLENGE MANUAL

ROLE PLAY OVERVIEW

Suggested Slides/Section: Conflict Management, Communication Skills, Performance Management, Feedback Conversations, Accountability.

Role Play Title: “The Missed Deadline Conversation”

Role Play Type: Manager–Employee Conversation Simulation

Duration: 30–40 Minutes

Objective — To help participants practice:

- Giving constructive feedback
- Managing accountability professionally
- Conducting difficult conversations calmly
- Active listening
- Problem-solving with employees

Learning Outcome — Participants will learn how to:

- Address performance issues without conflict escalation

PARTICIPANT WORKSHEET

PRACTICAL APPLICATION & DIAGNOSTIC SPACE

SELF-REFLECTION EXERCISE

Analyze your active team. Identify exactly one employee who matches each quadrant below, and justify your diagnostic classification.

Leadership Style Needed	Target Employee Name	Operational Rationale (Why?)
Directing		
Coaching		
Supporting		
Delegating		

TRAINER’S HANDBOOK

NEW MANAGER READINESS PROGRAM

FACILITATOR'S MASTER GUIDE FOR DELIVERING HIGH-IMPACT LEADERSHIP TRANSITION TRAINING

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SECTION	FOCUS AREA & CORE DIRECTIVES
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SECTION 3	Trainer Preparation Guide
SECTION 4	Facilitation Methodology
SECTION 5	DAY 1 FACILITATION GUIDE — Becoming a Manager
SECTION 6	DAY 2 FACILITATION GUIDE — Leading Performance & Execution
SECTION 7	Trainer's Master Activity Guide
SECTION 8	Roleplay Facilitation Guide
SECTION 9	Case Study Facilitation Guide
SECTION 10	Managerial Frameworks Guide
SECTION 11	Trainer's Scripting Guide
SECTION 12	Managing Challenging Training Situations
SECTION 13	Trainer Evaluation & Impact Measurement
SECTION 14	Trainer Checklists & Tools
SECTION 15	Trainer's Leadership Mindset

DAY 2 — LEADING PERFORMANCE & EXECUTION

WORKBOOK WORKSHEETS & SELF-REFLECTION LOGS

MODULE 7 — PERFORMANCE MANAGEMENT

Performance Management Cycle: 1. Goal Setting • 2. Performance Monitoring • 3. Feedback & Coaching • 4. Development Planning • 5. Evaluation & Review

SMART Goals Framework

SMART ELEMENT	MEANING
Specific	Clear objective
Measurable	Trackable outcome
Achievable	Realistic
Relevant	Business aligned
Time-Bound	Deadline defined

SMART Goal Practice

Rewrite This Goal: "Improve customer service."

SMART Goal Version:

KPI Alignment Worksheet

BUSINESS GOAL	TEAM KPI	MEASUREMENT METHOD

Workbook,

Worksheets and

Assessments

DAY 1 — BECOMING A MANAGER

WORKBOOK WORKSHEETS & SELF-REFLECTION LOGS

MODULE 1 — THE TRANSITION FROM EMPLOYEE TO MANAGER

Understanding the Transition

AS AN EMPLOYEE, YOUR SUCCESS WAS BASED ON:	AS A MANAGER, YOUR SUCCESS DEPENDS ON:
• Technical expertise • Individual productivity • Completing assigned tasks	• Leading others • Building accountability • Influencing performance • Managing communication • Supporting team growth

Common Challenges for New Managers

Difficulty delegating • Managing former peers • Giving feedback confidently • Handling conflict • Managing time effectively • Balancing operational and leadership responsibilities

Self-Reflection Exercise

1. What excites you most about becoming a manager?

2. What concerns you most about your new role?

3. What leadership qualities do you admire in managers?

4. What kind of manager do you want to become?

Activity Worksheet: My Leadership Identity

MY LEADERSHIP STRENGTHS	SKILLS I NEED TO IMPROVE
1. 2. 3.	1. 2. 3.

Leadership Values I Believe In

	URGENT	NOT URGENT
Not Important	Delegate	Eliminate

Prioritization Exercise

List 10 Tasks You Handle Weekly. Then categorize them into the Eisenhower Matrix.

1. 1. _____
2. 2. _____
3. 3. _____
4. 4. _____
5. 5. _____
6. 6. _____
7. 7. _____
8. 8. _____
9. 9. _____
10. 10. _____

Time Management Reflection

1. What wastes most of your time?

2. What tasks should you delegate more often?

3. What leadership activities deserve more focus?

MODULE 10 — CHANGE MANAGEMENT

For Management Professionals

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**It means you can put your logo or
customise it for your professional
training sessions**



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2 Day - New Manager Readiness Training Delivery Content

- Detailed Learning Guide
- Agenda, Brochure, Manual, Guide
- Day 1 and Day 2 with 80+ Slides
- Trainer's Notes for each slide
- Trainer's Guides
- Case Studies and Scenarios
- Icebreakers and Roleplays
- Activities and Frameworks
- Trainer's and Participants Handbook
- Pre and Post Training Assessment

\$249.00

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For any questions

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