

Your First Months in Role

AUDIENCE: New or first-time managers

LEVEL: Junior to Intermediate

DURATION: 1h 50 min

SKILLS ENHANCED: Role Transition, Organizational Awareness, Relationship Management, Professional Boundaries, Onboarding Management

Learning Objectives:

- Recognize how responsibilities change when moving into a management role.
- Understand how your organization operates and where to find key processes and guidance.
- Build strong working relationships across your team and other functions.
- Set clear boundaries and communicate expectations professionally.
- Support new team members through structured onboarding and early-stage performance monitoring.

PHASE 1:

STEPPING INTO THE ROLE

Learning Goal:

Understand the key shifts in expectations, culture, and responsibilities.

Courses:

- The Transition from Team Leader to Manager
- How to Understand New Business Culture
- Getting the Most out of Your Manager's Playbook

PHASE 2:

BUILDING KEY RELATIONSHIPS

Learning Goal:

Set expectations and build strong working relationships.

Courses:

- Setting the Right Tone
- Building Key Relationships
- Professional Relationships & Boundaries
- Working with HR

PHASE 3:

SUPPORTING NEW TEAM MEMBERS

Learning Goal:

Structure onboarding and early support for new members of your team.

Courses:

- Onboarding Staff as a New Employee
- Probation Periods: What Are They Good For?
- When Onboarding Goes Wrong
- Buddy Systems

Growing into Your Leadership Role

AUDIENCE: New or first-time managers

LEVEL: Junior to Intermediate

DURATION: 2h 10 min

SKILLS ENHANCED: Self-Management, Emotional Intelligence, Resilience, Inclusive Leadership, Decision-Making, Accountability, Delegation, Conflict Management

Learning Objectives:

- Distinguish between managing and leading and consider how they apply to your role.
- Recognize how emotions and habits influence your leadership approach.
- Identify behaviors that encourage trust, inclusion, and respect within a team.
- Understand how decisions and accountability influence team outcomes.
- Describe practical approaches to delegating responsibilities and managing team conflict.

PHASE 1:

START WITH SELF-MANAGEMENT

Learning Goal:

Develop self-awareness and resilience to support your leadership approach.

Courses:

- Managers vs. Leaders
- Emotional & Cultural Intelligence
- Being Authentic
- Resilience as a New Manager

PHASE 2:

LEAD THROUGH YOUR BEHAVIOR

Learning Goal:

Strengthen the way you influence and support your team.

Courses:

- Leading by Example
- Leading with Trust & Respect
- Leading with Empathy
- Becoming an Inclusive Leader

PHASE 3:

TAKE ACTION & FOLLOW THROUGH

Learning Goal:

Approach responsibilities with clarity and ownership.

Courses:

- Making Decisions
- Taking Accountability
- Delegation & Empowerment
- Conflict Management

Leading Team Performance & Engagement

AUDIENCE: New or first-time managers

LEVEL: Junior to Intermediate

DURATION: 2h 10 min

SKILLS ENHANCED: Performance Management, Goal Setting, Accountability, Feedback Delivery, Motivation, Engagement, Recognition, Development Planning

Learning Objectives:

- Explain how goals, metrics, and role clarity shape measurable team expectations.
- Structure effective one-to-one meetings that promote accountability and progress.
- Use structured feedback approaches to address performance challenges professionally.
- Support team performance through motivation, recognition, engagement, and development planning.

PHASE 1: PERFORMANCE FOUNDATIONS

Learning Goal:

Establish measurable expectations and clarify ownership before managing performance.

Courses:

- OKRs vs KPIs
- KPIs & Employee Performance Management
- Roles & Responsibilities

PHASE 2: PERFORMANCE CONVERSATIONS

Learning Goal:

Use One-to-One meetings to monitor progress, remove obstacles, and reinforce accountability.

Courses:

- Preparing for a One-to-One Meeting (Manager)
- Effective Questioning for One-to-One Meetings
- Running an Effective One-to-One Meeting

PHASE 3: PERFORMANCE REINFORCEMENT

Learning Goal:

Address performance concerns early and reinforce standards through effective dialogue.

Courses:

- Giving Effective Feedback
- Having a Constructive Conversation About Low Performance
- Navigating a Difficult Conversation

PHASE 4: ENGAGEMENT & DEVELOPMENT

Learning Goal:

Create the conditions for ongoing growth and commitment within the team.

Courses:

- Motivating Others
- Recognizing & Rewarding Others
- Encouraging Engagement
- Improving Your Team with Development Plans