

# Succeeding in your new role as a manager

**MODALITY**  
100% online  
training action

All the tools, methods, and processes you need to manage your team and meet your goals.

## Goals

- Learn to be an effective manager and outline the scope of your role
- Discover how to manage operations effectively by structuring them around precise goals and indicators
- Delegate methodically and give responsibility to your team
- Discover how to build a positive team culture based on feedback, attentiveness and trust

## Highlights

- Manage a team in a range of real-life situations, alongside other attendees and your course expert
- Get to grips with fundamental management tools to save you time and improve your efficiency
- An expert course leader who puts forward a modern approach to management, which combines high levels of performance and well-being at work
- Find concrete answers to the common concerns related to taking on a new managerial position

Estimated time: 12h

Sessions: contact-us at +33 1 85 08 92 75

## Programme

### PART 1

#### Take your first steps as a manager and embrace your role

- Understand what will be expected of you in your new role
- Adapt your management style according to information you have learned about your team
- Clarify the extent of your role and responsibilities with both your team and your own manager
- Build on and improve existing operations and processes

#### Activities

- Map out your team's skills and drive
- Clarify the extent of your role and responsibilities and review existing processes
- Online workshop: meeting and managing your team

### PART 2

#### Set and meet the right goals

- Create clear, motivating goals using the SMART method
- Set key performance indicators (KPIs) which accurately monitor professional activity
- Deal with goals that have not been met

#### Activities

- Create clear, motivating goals using the SMART method
- Set KPIs
- Online workshop: set goals and KPIs for a project

### PART 3

#### Empower your team and delegate

- Identify which tasks are suitable to be delegated, and those which should be dealt with by a manager
- Delegate to the right person
- Adapt your expectations and amount of support according to your chosen team member's level of autonomy
- Carry out a meeting to present a task you wish to delegate

#### Activities

- Sort tasks according to their value using the Eisenhower matrix
- Adjust expectations according to your chosen team member's level of autonomy
- Online workshop: using the Eisenhower matrix to identify potential tasks to be delegated

### PART 4

#### Build team collaboration

- Enhance team spirit using routines, and run effective meetings
- Use active listening to understand, motivate, and encourage
- Build a feedback culture

#### Activities

- Use active listening to rephrase needs expressed by team members
- Provide constructive feedback using the DESC technique
- Online workshop: create the right conditions for a feedback culture, request feedback effectively and provide it correctly

### Audience

New or aspiring managers (with experience from 0 to 9 months)

### Prerequisites

No prerequisite is necessary to take part in this course, it is open to everyone.

**Modalités d'évaluation :** un questionnaire est proposé à la fin de chaque module, ainsi qu'un examen final à l'issue de la formation.

Last updated in April 2026.