



Practical people leadership for new and developing Managers

A five-day development programme designed to help managers lead people effectively, communicate with impact and navigate challenge with confidence.



Not all leaders are created equal, but with a little work they can be.

Becoming a manager is a transition; in how you view yourself, the responsibilities you have, and the impact you have on your colleagues.

Many managers are promoted into these positions because they are capable and high-performing, yet few are given the support to develop the necessary skills needed to lead others effectively. The result? Inconsistent results and avoidable pressure, both for the manager in question, and the team around them.

What is The Confident Manager?

The Confident Manager is a practical and interactive development programme for managers who want to:



Communicate more clearly.



Feel more confident as a leader.



Manage people more effectively.



Be altogether better in their role.

Delivered across five workshop days, with a two-week interval between each session, the programme gives delegates the opportunity to **build skills in real time, apply learning in the workplace, and return with greater clarity and confidence**. A final half-day virtual review session helps consolidate progress and make sure delegates are **equipped with new skills** to make them more effective in their role.



Is this the programme for you?

The Confident Manager is designed for:

- ✓ First-time managers stepping into **leadership responsibility**.
- ✓ Team leaders and supervisors **developing their management capability**.
- ✓ Managers who have **moved into role without formal training**.
- ✓ Technically strong individuals who now need to **lead people, not simply deliver tasks**.
- ✓ Organisations looking to **strengthen management confidence**, consistency, and performance.

“Best training programme I have been on. Really impressed with the trainer’s skills and knowledge”

– Highland Spring

By the end of The Confident Manager, delegates will be better equipped to:

- Lead with **greater confidence, clarity and consistency**.
- **Communicate more effectively** with individuals and teams.
- **Set expectations** and manage performance well.
- **Delegate with purpose** and develop others more effectively.
- **Approach feedback** and difficult conversations with less avoidance.
- Respond **more constructively** to challenge, conflict and change.
- Strengthen their management style and **leadership presence**.
- **Build a clear plan** for continued growth and development.



Day one: Lead self

This first session explores what it **means to move from being a trusted individual contributor to an effective leader**. Delegates will build greater awareness of their role, their leadership style, and the expectations that come with management. It creates the foundation for **confident leadership** by encouraging delegates to **look inward, increase self-awareness, and build professional presence**.

Focus areas include:

- Understanding the role and responsibilities of a manager.
- Moving from peer or specialist to leader.
- Developing self-awareness and management style.
- Setting standards, expectations and boundaries.
- Building confidence, credibility and presence.

Day two: Lead conversations

This session helps delegates become **more intentional** in how they listen, speak, question, and respond. It focuses on **being assertive** and **building trust**, enabling managers to handle day-to-day conversations with greater confidence and less ambiguity.

Focus areas include:

- Communication as a core leadership skill.
- Understanding communication styles and preferences.
- Listening well and asking better questions.
- Being clear, calm and assertive.
- Handling everyday management conversations effectively.



Day three: Lead performance

This session supports delegates to become **more proactive** in how they set expectations, monitor progress, and address issues early. It explores how to give feedback constructively, how to reinforce strengths within your team, and **manage underperformance** without unnecessary delay or discomfort.

Focus areas include:

- Setting goals and expectations clearly.
- Understanding the foundations of good performance management.
- Giving feedback that supports improvement.
- Recognising and addressing underperformance early.
- Building accountability, ownership and follow-through.

Day four: Lead growth

This session focuses on **effective delegation**, **practical coaching**, and **day-to-day development**. Delegates will explore how to empower individuals, reducing over-dependence whilst **building stronger capability within their teams**.

Focus areas include:

- Delegating with greater clarity and intention.
- Knowing when to direct, support or coach.
- Using coaching conversations to build ownership.
- Creating development through everyday leadership.
- Adapting to different people, strengths and needs.



Day five: Lead through challenge

This final workshop day equips delegates to **lead effectively** when challenges arise, whether that means conflict, emotionally charged conversations, resistance to change, or uncertainty within the wider organisation. The focus is on **helping managers respond with steadiness and strength**.

Focus areas include:

- Approaching difficult conversations with clarity and structure.
- Understanding and responding to conflict earlier.
- Managing emotional responses constructively.
- Leading people through challenge and change.
- Maintaining composure and confidence under pressure.

Reflection and next steps

The programme concludes with a half-day virtual review session, designed to **reconnect** the group after the workshop journey and support lasting application.

This session gives delegates the opportunity to **reflect on progress**, share how they've found putting lessons into practice, revisit key tools, and identify where further confidence and consistency can be built. It ensures the **learning continues beyond the final workshop** and helps translate theory and insight into sustained management practice.



When managers feel more confident, **teams benefit.**

Communication improves, issues are addressed earlier, accountability becomes clearer, and people are **better supported to perform and grow.** The business case is clear – as business operations begin to run more effectively – and more efficiently.

The programme is delivered in groups of twelve delegates, in the following cities:

Glasgow

Edinburgh

London

Strategem is an experienced organisational development consultancy, **helping the UK's leading businesses to grow.**

Whether that's through strategic business support, leadership development, or organisational review.

To discuss in-house delivery, future cohort dates, or how the programme could be tailored for your organisation, please email training@strategem.co.uk or give us a call on 0141 401 0372.