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One-to-One and Team Routine Skills for New Managers Training Course

26 – 30 September 2027
Kuala Lumpur

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Ref: 1613_59017 **Date:** 26 – 30 September 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

One-to-One and Team Routine Skills for New Managers is a 1-week training course for newly appointed managers and supervisors moving from doing the work to running it, and it produces a New Manager Team Rhythm Kit. Organisations promote strong performers fast, yet many stumble because nobody showed them how to hold regular one-to-ones, set expectations or run a weekly team cycle. This course on One-to-One and Team Routine Skills is delivered by Jupiter Prime Training.

Why One-to-One and Team Routine Skills Matter Now

Three pressures shape one-to-one and team routine skills today: faster promotions that put specialists in charge of former peers, hybrid schedules that remove casual corridor contact, and staff who expect frequent, structured conversations about their work. A new manager who sets clear expectations, runs steady one-to-ones and builds a predictable team rhythm earns credibility within weeks. One who improvises damages trust and loses good people. The course rests on the Situation-Behaviour-Impact SBI feedback model, Tuckman's stages of team development and practical role clarity charts.

Who Gains Most from One-to-One and Team Routine Skills

- Newly promoted supervisors now leading people they once worked beside
- First-time managers inheriting an established team
- Specialists taking on line responsibility for a small group
- Shift and project leads who hold regular check-ins with staff
- Deputies preparing to step into a vacant management role

A department that sends its cohort of recent promotions together gains most, because they can agree common one-to-one formats and support each other afterwards.

One-to-One and Team Routine Skills Capabilities

Participants leave with the conversations and routines that make the first months in a management role steady rather than chaotic.

- Specify role boundaries between doing the work and managing the work — line manager
- Design a one-to-one meeting format with agenda, notes and follow-up — direct reports
- Communicate clear expectations and working agreements to former peers — team members
- Apply the SBI model to give balanced, specific feedback — individual staff
- Build a weekly team rhythm of huddles, reviews and recognition — whole team
- Test a first-90-day plan with early wins and relationship goals — senior manager

Key One-to-One and Team Routine Skills Terms

- One-to-one — a regular private meeting between manager and team member focused on the employee's priorities, progress and development.
- Working agreement — a short written set of norms a team agrees on how it communicates, decides and supports each other.
- SBI feedback — a model describing the situation, the specific behaviour observed and its impact, keeping feedback factual.
- Role clarity chart — a simple map showing what the manager now does, stops doing and hands to others.
- Team rhythm — the predictable weekly and monthly cycle of meetings, reviews and check-ins that steadies a team.
- Early win — a visible, achievable improvement in the first weeks that builds credibility for a new manager.

One-to-One and Team Routine Skills Day by Day

Day 1: From Doer to Manager

- Role Clarity Chart — Separating Doing, Managing and Leading Tasks
- Identity Shift Reflection — Letting Go of Specialist Habits
- Leading Former Peers — Resetting Relationships With Old Colleagues
- Stakeholder Map for New Managers — Identifying Who Shapes Success
- Tuckman Team Stages — Reading Where the Inherited Team Sits

Day 2: Setting Expectations

- Expectations Conversation Guide — Agreeing Standards in the First Week
- Working Agreement Drafting — Co-Creating Team Norms
- Delegation Starter Steps — Handing Over Tasks Without Losing Control
- Performance Standards Sheet — Making Good Work Visible
- Boundary Setting Scripts — Handling Requests From Friends in the Team

Day 3: Running Effective One-to-Ones

- One-to-One Agenda Template — Putting the Employee's Topics First
- Active Questioning Techniques — Drawing Out Concerns and Ideas
- Note and Action Tracker — Following Through Between Meetings
- Development Conversation Prompts — Linking Tasks to Growth
- Difficult Topic Openers — Raising Problems Early and Calmly

Day 4: Feedback and Team Rhythm

- SBI Feedback Model — Giving Specific Positive and Corrective Feedback
- Weekly Huddle Format — Running Short Team Check-Ins
- Monthly Review Routine — Looking Back at Results and Lessons
- Recognition Habits — Acknowledging Effort in Public and Private
- Hybrid Team Contact Plan — Keeping Remote Members Included

Day 5: Practising the New Manager Team Rhythm Kit

- Expectations Role Play — Applying Guides With Former Peers in a Retail Case
- One-to-One Simulation — Using Agenda and Tracker in a Hospital Case
- Feedback Drill — Testing SBI Statements With Observer Notes
- First-90-Day Plan Review — Checking Early Wins and Relationship Goals
- New Manager Team Rhythm Kit — Completing Templates, Calendar and Agreements

Applying One-to-One and Team Routine Skills After the Course

- Hold a first one-to-one with every team member using the agenda template and log agreed actions.
- Run a team session to draft a working agreement and publish the weekly huddle calendar.

One-to-One and Team Routine Skills Questions FAQ

What are One-to-One and Team Routine Skills and why do they matter now?

One-to-One and Team Routine Skills are the regular conversations and team cycles new managers use to set expectations and keep people on track. They matter now because promotions come fast and hybrid work removes informal contact.

Which roles gain most from One-to-One and Team Routine Skills training?

Newly promoted supervisors, first-time managers, specialists taking on staff, shift leads and deputies gain most, in workplaces from retail stores to hospital units.

How do One-to-One and Team Routine Skills differ from a general management skills course?

One-to-One and Team Routine Skills focus narrowly on the routines a new manager runs every week. A general management skills course covers wider topics such as strategy, data or wellbeing; this course builds day-to-day managing habits.

What do you bring back from One-to-One and Team Routine Skills training?

You bring back a role clarity chart, an expectations guide, a one-to-one template and tracker, SBI feedback scripts, a huddle format and a first-90-day plan, packed into one kit.

One-to-One and Team Routine Skills: The Way Forward

The New Manager Team Rhythm Kit first informs how a participant opens the first week back with the team. New managers use it for every one-to-one and huddle, team members use its working agreement to know what to expect, and senior managers use its 90-day plan to support the transition. After three months, revisit the one-to-one format as relationships mature.