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COURSE BROCHURE

Manager Role Contracting and Upward Credibility Training Course for Emerging Managers

4 – 8 October 2027
Milan

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Ref: 2269_84365 **Date:** 4 – 8 October 2027 **Location:** Milan **Fees:** 6200 GBP

Manager Role Contracting and Upward Credibility is a 1-week training course for professionals in their first year of managing others, built around a Manager Role Contract that each participant drafts with their own line manager and team. New managers now inherit flatter structures, mixed on-site and remote staff and senior leaders who expect early evidence of judgement. Jupiter Prime Training treats manager role contracting and upward credibility as one linked discipline.

Why Manager Role Contracting and Upward Credibility Matters Now

Three pressures meet the first-year manager. Senior leaders expect quick, clear expectations and early evidence of sound judgement. Team members, often former peers, want to know which decisions have moved and which have stayed with them. Remote working thins the informal signals that once settled authority. An organisation that leaves the role undefined pays in duplicated decisions, quiet disengagement and managers who escalate everything. One that contracts the role openly gains faster decisions and managers whose word carries weight upward.

Who Gains Most from Manager Role Contracting and Upward Credibility

- Newly appointed managers answering for people they recently worked beside
- Specialists promoted into their first people role agreeing decision rights with a sponsor
- Acting managers covering a vacancy needing explicit terms for a temporary mandate
- First-line managers inheriting an established team with unwritten expectations and habits
- Project leads moving into permanent line responsibility for objectives and one-to-ones

Several first-year managers from one function gain most when they attend together and share a sponsor.

Manager Role Contracting and Upward Credibility Capabilities

Participants learn to state the role's edges and give sponsors reasons to trust their calls.

- Specify the decision rights, deliverables and boundaries of a first management role — the sponsor agreeing the mandate
- Design a reset conversation with former peers about changed expectations — team members adjusting to new authority
- Build a one-to-one rhythm with a standing agenda and action log — individual staff development
- Write simple objectives with measures and check points — team members and the next performance cycle
- Communicate status, risks and requests upward in a concise briefing — senior leaders allocating resources
- Test the role contract against real incidents and revise its terms — the sponsor and the team together

Key Manager Role Contracting and Upward Credibility Terms

- Role contract — a written agreement between manager and sponsor on scope, decision rights and reporting.
- Decision rights — the choices a manager makes alone, consults on or refers upward.
- Peer reset — a planned conversation restating working terms with former colleagues.
- One-to-one rhythm — the agreed frequency, agenda and follow-up record of individual meetings between manager and team member.
- Upward credibility — the confidence senior leaders place in a manager's judgement, earned through reliable delivery.
- Escalation threshold — the agreed point at which a problem moves from the manager's authority to the sponsor's attention.

Manager Role Contracting and Upward Credibility Day by Day

Day 1: The Shift From Contributor to Manager

- Contributor-to-Manager Transition Map — Which Habits to Keep, Hand Over or Stop
- Sponsor Expectation Interview — Clarifying What Success Looks Like in Year One
- Stakeholder Influence Grid — Who Shapes Judgements of a New Manager
- Inherited Team Diagnostic — Reading Unwritten Norms Before Changing Them
- Role Ambiguity Inventory — Spotting Gaps Between Title and Actual Mandate

Day 2: Drafting the Role Terms

- Decision Rights Matrix — Separating Decide, Consult and Refer Choices
- Deliverables and Boundaries Statement — Fixing What the Role Owns and Excludes
- Escalation Threshold Agreement — Setting When Problems Reach the Sponsor
- Contracting Conversation Script — Negotiating Terms Without Conceding Authority
- Former Peer Reset Plan — Restating Working Terms With Old Colleagues

Day 3: One-to-Ones and Simple Objectives

- One-to-One Standing Agenda — Balancing Progress, Obstacles and Development Topics
- Action Log Discipline — Turning Individual Meetings Into Tracked Commitments
- Simple Objective Builder — Writing Measurable Targets a Team Member Owns
- Check Point Calendar — Deciding When Objectives Are Revisited and Adjusted
- Expectation Gap Conversation — Addressing Slippage Early and Fairly

Day 4: Earning Trust Upward

- Upward Briefing Format — Presenting Status, Risk and Request on One Page
- Credibility Ledger — Tracking Promises Made and Kept With Senior Leaders
- Resource Request Case — Framing Asks Around Sponsor Priorities
- Bad News Protocol — Reporting Setbacks With Options and Recovery Steps
- Skip-Level Relationship Plan — Building Visibility Beyond the Direct Sponsor

Day 5: Practising the Manager Role Contract

- Sponsor Contracting Rehearsal — Applying the Decision Rights Matrix Under Challenge
- Peer Reset Role-Play — Applying the Reset Plan to a Difficult Colleague
- Live One-to-One Simulation — Applying the Standing Agenda and Objective Builder
- Incident Stress Test — Checking Role Terms Against Realistic Escalations
- Manager Role Contract Completion — Final Terms Ready for Sponsor Sign-Off

Applying Manager Role Contracting and Upward Credibility After the Course

- Hold a contracting meeting with the sponsor to agree the decision rights matrix and escalation thresholds, then share the terms with the team.
- Run a cycle of one-to-ones with the standing agenda, set simple objectives and report progress upward in the one-page briefing.

Manager Role Contracting and Upward Credibility Questions FAQ

What is manager role contracting and upward credibility, and why does it matter now?

It is the practice of agreeing a new manager's scope and decision rights openly, then earning senior trust through reliable reporting. It matters now because flatter, remote structures blur who decides what.

Which roles gain most from manager role contracting and upward credibility?

First-year managers gain most, especially those promoted within their team, specialists entering people roles and acting managers who need clear terms with a sponsor.

How does manager role contracting and upward credibility differ from a general new manager course?

It focuses on the agreement behind the role rather than broad management theory. It works on decision rights, escalation thresholds and upward briefing rather than leadership styles.

What do you bring back from manager role contracting and upward credibility training?

You bring back a drafted role contract ready for your sponsor, a peer reset plan, a one-to-one agenda, simple team objectives and a one-page upward briefing format.

Manager Role Contracting and Upward Credibility: The Way Forward

The Manager Role Contract first informs the meeting in which the sponsor and new manager confirm decision rights and escalation thresholds. The manager, sponsor and team all use it as the reference for who decides what. After first use, revisit the escalation thresholds: early incidents show which referrals were unnecessary.