THINK productive

The Manager Role

Developing from Worker to Manager to Leader

Mastering the Manager Role: Transition, Transform, Triumph

Navigating the managerial realm requires more than just being the best at the job. It's about shifting from being in the thick of the action to steering the ship. Moving into the manager role is a tough change. Are you looking to equip your management team with the skills for this transition?

One of the hardest transitions is to move from "doing the doing" to "managing the doing".

We all have our own styles of management and we need to learn how to subtly adapt our styles depending on the situation.

This masterclass will enable you to reflect on how you currently carry out the manager role, the benefits and limitations of your style and whether there are any quick wins to propel you to further success.

A fully customizable session

We recommend:

In-person or online | 3hrs | Up to 20 people

What you'll learn & do

This workshop empowers your managers to:

- Reflect on their own management style and its real impact on their team
- Understand the difference between leadership and management, and when to switch between them
- Identify the benefits and limitations of their current approach

- Build a clear, personal list of actions to become more effective
- Explore how AI can support clearer communication and preparation for difficult conversations

94% of participants would recommend our workshops

Who is this workshop for?

- People newly moved into management, or about to be, before bad habits set in
- L&D or HR leads building a new manager induction or early leadership program
- Technically strong managers still defaulting to doing the work themselves
- Experienced managers wanting a reset to rebalance priorities and refresh their style

What this workshop offers

- **Reflective by design.** Space to genuinely reflect on your own style, not just receive theory.
- **Learning that lasts.** Every participant gets access to the Productivity Ninja® Academy.
- **A format that fits.** 3-hour masterclass, live webinar or in person, for up to 20 people.
- **AI as an ally.** Practical ways AI can help managers communicate with clarity and prepare for difficult conversations.

What you'll do

You'll start by exploring your own natural management style, what it looks like, where it's strong, and where it limits you. From there, you'll get clear on the difference between leadership and management, two "hats" that require different instincts, and practise recognising which one a situation actually calls for.

You'll also look at where AI can help, particularly in preparing for difficult conversations and communicating with more clarity and consistency. You'll leave with a personal, actionable list, not just a better understanding of your own tendencies.

What happens when the manager role is understood

When managers reflect on their style with intention, everything changes:

- They stop defaulting to doing the work themselves and start leading through others
- Difficult conversations happen because they're kind, not because they're avoided
- Teams get a consistent, confident style instead of reactive management under pressure
- Coaching and delegation replace micromanagement, building real trust

CBRE

"Learning and implementing the coaching style, and having more informal feedback sessions to build trust to delegate."

Olivia Newport

Benefits & Results

The most immediate benefit is self-awareness: managers leave understanding their own style, its strengths and its blind spots, often for the first time. But the deeper shift is in how they lead. Once someone can consciously choose between leadership and management, rather than defaulting to whichever feels comfortable, their whole team benefits.

What your organization gets

Managers who lead through others instead of quietly doing the work themselves, with the confidence and self-awareness to adapt their style to the person and situation in front of them.

The results

95% of participants rated the session 4 or 5 out of 5 stars

Royal Collection Trust

“I found this session very useful, particularly in how the activities were carried out.”

Why it matters

Management isn’t a natural extension of being good at your job, it’s a completely different skill nobody teaches by default.

- New managers default to “doing the doing” because it’s familiar, even once their role has changed
- Without reflection, managers repeat whatever style they experienced themselves, good or bad
- Experienced managers drift without noticing, until priorities and habits need a genuine reset

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“I found this session very useful, particularly in how the activities were carried out. Being split into groups and discussing our answers with others really helped. I feel more confident and aware of the skills and actions I need to take to become a successful manager.”

Kiran Sharma

Royal Collection Trust

Your workshop. Your way.

We recommend a **3-hour** workshop for a team of up to **20 people**, but like all our workshops, it can also be tailored to your exact needs.

Available options:

Formats

In-person | Online

Group size

Recommended: Up to 20 people | Large group: speak to us about a keynote version

Duration

Standard: 3 hrs | Condensed: 2-3hrs