



# EFFECTIVE MIDDLE MANAGEMENT

## Course Outline

### Course overview and duration

This course is designed to cover a wide spectrum of middle management topics. Its aim is to enable delegates to competently tackle the difficulties that they are likely to encounter in their daily role.

This training may be delivered as a 2-day or 3-day course, depending upon the level of detail that is required to meet the desired learning objectives.

### Who will benefit from this course?

This course is designed to suit middle level managers who have already undergone previous management training, such as 'New to Team Leadership' or 'Introduction to Management'. It aims to build on the knowledge and skills that they have already acquired and develop these to higher levels.

### What you will learn:

- Review of your management style and a 'SWOT Analysis' to identify where developments could be implemented.
- Building and motivating your team to become more successful.
- Understand the ever-changing challenges and demands that face middle managers.
- Identify the need for change using a 'PESTLE Analysis'. Understand the change curve and overcome resistance to change.
- Plan, communicate and deliver change to optimise results but minimise disruption and workforce de-motivation.
- Plan and conduct productive meetings and drive actions derived from these to completion.
- Build solid professional relationships with internal and external stakeholders and clients.
- Develop your credibility as a leader from a 360-degree perspective.
- Making effective decisions and implementing them in a structured way.
- Developing people through effective performance management.
- Setting clear and 'SMART' objectives to improve performance.
- The differences between training, coaching and mentoring skills, and how to apply them.
- Valuing and managing 'Equality and Diversity' in the workplace.
- Managing difficult situations and conflict.
- Maintaining standards of behaviour and handling disciplinary issues.
- The art of delegation and empowerment.

All delegates will leave the training with a personalised action plan

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