

Middle Management Program



Middle managers have the responsibility to interpret the mission, values and direction of the organisation and translate them into a structured, skilled and motivated workforce. Organisations who are committed to change programs often put their focus on top level management and renew their vision, strategic focus and value statements. Although this is important, it is also paramount to translate organisational direction and priorities into the day to day work life of frontline managers and employees

The middle management program is designed specifically develop the skills necessary not only to impart organisational culture but also to develop the organisation to achieve the organisational goals. In particular, the program will equip your middle management team to

- **This workshop program is designed for middle managers as well fast tracked frontline managers**
- **Three, Four and Five day versions. The longer versions have greater scope and depth than the shorter versions**
- **Includes supply of management assessments. The implications of the assessments will be discussed as a part of the workshop**
- **This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value and includes our normal highest quality material**
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- **Each participant receives a comprehensive manual of our normal highest quality material**

The program

- **Understanding and communicating the organisation's culture** – Culture can be understood by considering seven dimensions of values. This workshop will help you understand your organisation's culture as well as developing strategies to communicate through the four main ways that culture can be transmitted
- **Translating the organisation's goals into workgroup objectives** – Research into organisations shows that only a small percentage of frontline managers and employees understand the organisations goals and how they contribute to them. Learn how to communicate and inspire organisational goal setting to all parts of the organisation
- **Understanding and complementing the organisation's leadership style** – Every organisation has a prevailing leadership style. This results in certain strengths and weaknesses in the way an organisation operates. Learn your predominant leadership style, its impact on others and how to develop other leadership styles that can positively affect your organisation
- **Developing your leadership abilities** – Middle management requires a greater leadership ability than frontline managers. Learn the 8 essential leadership skills of leadership that move you from someone who gets things done through controls systems to someone who inspires others to follow the direction you set
- **Building teams** – Most organisations work through teams and making teams work requires skills in forming teams, maintaining team health and motivation. Understand the different types of teams that you can create, depending on requirements of the situation.
- **Developing systems** - Systems in an organisation determine their ability to consistently and repeatedly deliver performance through the organisation. Operational processes, customer relationship focus, HR systems, reporting systems all contribute to smooth and efficient (or otherwise) operations. Learn how to achieve optimal organisational alignment
- **Emotional Intelligence** – Middle managers are required to relate to people of a wide variety of emotional dispositions. Developing the 5 aspects of EI, under the broad headings of self-skills and others-skills is essential to productive ongoing relationships
- **Structuring** – Organisational structures can inhibit or facilitate organisational mission. This workshop reflects how the shape of your structure, lines of reporting, spans of control, levels of authority and communication channels impacts organisational performance
- **Developing your conceptual skills** – The higher in management a person goes, the greater the requirement for thinking and problem solving skills. This workshop gives a range of problem solving skills from force field analysis to mind mapping
- **Lifting workgroup climate** – Workgroup climate is fundamental to organisational performance. This workshop covers the 6 fundamental aspects of workgroup climate and how to strengthen them
- **Management practices** – that include work group communications, inclusion in decision making where appropriate, revisions of job descriptions, improvements in planning, policies, procedures, work planning, supervision and feedback, including performance reviews all are important to middle managers

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