

MIDDLE MANAGER PROGRAM

PURPOSE: The purpose of the Middle Manager Program (MMP) is to train managers on how to be an effective leader in the middle management role. The program is ideal for the newly appointed middle manager and is a forum to explore the special challenges, thinking, best practices and skills in such areas as organizational politics, coaching and learning, conflict management, team building, and influence skills.

LEARNING OUTCOMES: As a result of attending MMP, participants will be able to:

- Explain six challenges of middle management
- Define six methods to motivate people
- Define three responses to organizational politics
- Analyze situations and choose a successful style
- Use a coaching to change employee performance

LENGTH: Two Days 09:00 – 16:00

IACET CEU: 1.1 CEU

BENEFITS: A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations. The program can be expanded to three days to include special client needs and organizational problems.

PROGRAM OUTLINE

DAY 1	DAY 2
9:00 OVERVIEW AND EXPECTATIONS <ul style="list-style-type: none"> • Leadership context 	9:00 REVIEW/PREVIEW
9:45 MANAGING Vs. LEADING	9:15 MANAGERIAL STYLE <ul style="list-style-type: none"> • Understanding your own style • Style range and effectiveness • Situational analysis / leading groups
11:00 BREAK	10:30 BREAK
11:15 LEADING EFFECTIVELY <ul style="list-style-type: none"> • Why leadership now? • Hierarchy of thinking / setting direction 	10:45 ORGANIZATIONAL POLITICS <ul style="list-style-type: none"> • Strengthening political skills
12:15 LUNCH	12:00 LUNCH
1:15 MANAGING & MOTIVATION <ul style="list-style-type: none"> • Building commitment to a vision • Application exercise MOTIVATING PEOPLE <ul style="list-style-type: none"> • What really motivates people • Motivation as a psychological contract 	1:00 CHANGE MANAGEMENT <ul style="list-style-type: none"> • Stages of change management • Overcoming resistance to change 2:00 MANAGER'S ROLE AS A COACH <ul style="list-style-type: none"> • Coaching opportunities • How to coach effectively - practice coaching • Delegating with skill
2:45 BREAK	3:00 BREAK
3:00 MANAGING PERFORMANCE <ul style="list-style-type: none"> • Managing people's performance • Goals & tracking performance • Coaching and appraisals 	3:45 APPLICATION PLANNING <ul style="list-style-type: none"> • Complete leadership journal • Summary of learning
3:25 HANDLING DIFFICULT PEOPLE <ul style="list-style-type: none"> • Attitude problems 	
4:00 END	4:00 END
EVENING ASSIGNMENT: Complete: <i>Situational Leadership Questionnaire</i>	