

The Outstanding Manager

This intensive one-day course is designed to help you understand what it means to be an outstanding middle manager. More importantly, you'll learn the skills to be one.

WHO SHOULD ATTEND

- Middle managers
- Managers who manage team leaders and other managers
- HR and L&D specialists who want to enhance their understanding of the middle manager's role

SUMMARY

It's not easy being a middle manager. Your job is to translate your organisation's overall vision and strategy into day-to-day actions that deliver results. Middle managers are often promoted on the basis of their technical skills. They can be thrown into roles where expectations are high but there's little clarity on exactly what they must do to meet them.

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WHAT YOU'LL LEARN

How to be strategic

- Understanding your organisation's vision, values and strategy
- How to create links between strategy and operations
- Five questions you must ask your boss
- Why you never have enough resources and what to do about it
- Creating the right relationships across the organisation

How to manage and motivate your team

- The three most important ways to communicate vision and strategy
- How to energise and motivate your team
- Five steps to a high performance department
- How to get the right balance between micro-management and abdication
- The mark of a great manager – do your people learn from you?
- Do your people pass the keeper test?

How to manage yourself

- Why trust matters and how to build it
- Looking in the mirror – the power of role modelling
- Why your personal values matter even more than your organisational values
- Your most precious personal resource and how to manage it
- How to create the career you want