It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization’s structure or size, it will benefit from having well-trained middle managers.

Middle Manager Training Course

“Effective leadership is putting first things first. Effective Management is discipline carrying it out.” Stephen R Covey

Middle Management Course Foreword

Foreword
Traditionally, middle managers make up the largest managerial layer in an organization. Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understand how to effectively execute these goals.

Who should attend?
New and existing Managers that want to improve their skills.

Course length
2-days

Learning Outcomes

- Define management.
- Ethics and Social Responsibility as a Manager.
- Manage business information
- Understand decision making as a manager
- Control processes - what, why, how
- Understand Organisational Strategy - and how to create a sustainable competitive advantage
- Foster innovation and change
- Understand Organisational design and structures
- Use organizational strategies to facilitate change.
- Create structures and processes to manage teams.
- Understand organisational motivation and leadership.

Middle Management Course - Lesson 1
Getting Started

- Workshop Objectives
- Ice breaker

Middle Management Course - Lesson 2
Introduction to Management

- What is Management?
- What Do Managers Do?
- What Does It Take to Be a Manager?
- Why Does Management Matter?
## Middle Management Course - Lesson 3
### Ethics and Social Responsibility
- What is Ethical Workplace Behaviour?
- What is Unethical Workplace Behaviour?
- How to Make Ethical Decisions
- What is Social Responsibility?

## Middle Management Course - Lesson 4
### Managing Information
- Why Information Matters
- Strategic Importance of Information
- Characteristics and Costs of Useful Information
- Getting and Sharing Information

## Middle Management Course - Lesson 5
### Decision-Making
- What is Rational Decision-Making?
- Steps to Rational Decision-Making
- Limits to Rational Decision-Making
- Improving Decision-Making

## Middle Management Course - Lesson 6
### Control
- Basics of Control
- The Control Process
- Is Control Necessary or Possible?
- How and What to Control
- Control Methods

## Middle Management Course - Lesson 7
### Organizational Strategy
- Basics of Organizational Strategy
- Sustainable Competitive Advantage
- Strategy-Making Process
- Corporate, Industry, Firm Level Strategies

## Middle Management Course - Lesson 8
### Innovation and Change
- Organizational Innovation
- Why Innovation Matters
- Managing Innovation
- Organizational Change
- Why Change Occurs and Why it Matters
- Managing Change

## Middle Management Course - Lesson 9
### Organizational Structures and Process
- Departmentalization
- Organizational Authority
- Job Design
- Designing Organizational Process

## Middle Management Course - Lesson 10
### Managing Teams
- The Good and the Bad of Using Teams
- Kinds of Teams
- Work Team Characteristics
- Enhancing Work Team Effectiveness

## Middle Management Course - Lesson 11
### Motivation and Leadership
- Basics of Motivation
- Equity Theory
- Expectancy Theory
- What is Leadership?
- Situational Leadership
- Strategic Leadership

## Middle Management Course - Lesson 12
### Wrapping Up
- Words from the Wise