

# € TRAINING

Middle Manager Development



12 - 16 May 2024  
Amman (Jordan)  
ibis Amman



# Middle Manager Development

REF: M1133 DATE: 12 - 16 May 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction:

The Middle Manager Development training program is a comprehensive initiative aimed at equipping mid-level managers with the skills and knowledge necessary to excel in their roles. Through a blend of theoretical learning and practical exercises, participants gain insights into leadership, communication, problem-solving, and decision-making.

## Program Objectives:

At the end of this program, the participants will be able to:

- Demonstrate effective leadership skills, including communication, motivation, and conflict resolution.
- Implement strategic thinking and decision-making techniques to achieve organizational goals.
- Foster a culture of collaboration, innovation, and continuous improvement within their teams.
- Manage and develop talent, including performance evaluation, coaching, and mentoring.
- Navigate complex organizational dynamics and contribute to strategic initiatives and change management efforts.
- Drive operational excellence and achieve sustainable results in their respective areas of responsibility.

## Targeted Audience:

- Mid-level managers seeking to enhance their leadership capabilities and management skills.
- Supervisors and team leaders transitioning into middle management roles.
- Professionals aspiring to advance their careers into middle management positions.
- Employees tasked with leading teams and departments within their organizations.
- Managers looking to develop a deeper understanding of organizational dynamics and strategic decision-making.

## Program Outlines:

### Unit 1:

### Moving from Management to Leadership:

- The Difference between Management and Leadership.
- Appreciating the Five Essential Leadership Approaches.
- Displaying Transformational Leadership Behaviours.
- 21<sup>st</sup> Century Leadership Requirements.
- Leadership and Emotional Intelligence EI.
- Leadership and Organisational Political Skills.

## Unit 2:

### Understanding Yourself, Others & Organisational Cultures:

- Determining Your Own and Others Personality Preferences.
- Using Personality Insights to Powerfully Influence Others.
- The Origin of Our Personal Attitudes and Resulting Behaviour.
- Understanding the Nature and Types of Organisational Culture.
- Signs of a Healthy Organisational Culture.
- Maintaining a Supportive Organisational Culture.

## Unit 3:

### Developing and Leading Your Team:

- Understanding Team Roles and Playing to Your Staffs' Strengths.
- Team Formation Stages and Team Dynamics.
- Displaying the Relevant Team Leadership Style For Your Staff.
- Motivation Techniques for Greater Commitment and Performance.
- Knowledge Workers and the Psychological Contract.
- Providing Effective Feedback and Criticism.

## Unit 4:

### Managing and Motivating Your Staff:

- Delegating Effectively.

- Setting Goals, SMART Objectives, and Personal Outcomes.
- Running Performance Appraisals that Really Work.
- Coaching, Mentoring, and On-the-Job Training.
- Praising Effectively by Acknowledging and Celebrating Achievements.
- Managing Upwards and Saying "No" Skillfully.

## Unit 5:

### Managing Change and Yourself Successfully:

- Understanding the Impact of Change On Your Staff.
- The Traditional Management of Change in Organisations.
- Managing Change More Effectively Using Insights From Neuro-science.
- Proactively Managing Your Career.
- Displaying Executive Presence, Gravitas and Confidence.
- Developing and Implementing a Personal Action Plan.