



Management And Leadership

## Management Skills for Middle Managers

## Course Introduction

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Middle management is a tough position as it requires a high level of operational knowledge and the ability to communicate and manage teams effectively. Consequently, middle managers now have to oversee the day-to-day operations of the business and ensure that the vision of the organisation is properly executed in line with its goals, while meeting the requirements of senior management.

This training course is designed to provide participants with relevant knowledge and skills to help middle management and eventually transitioning and mastering the next level of competence – from professional to inspiring leader.

## Target Audience

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1. Mid-level Managers
2. Team Leaders
3. Department Heads
4. Supervisors
5. Senior Managers
6. High-Potential Employees
7. Project Managers
8. Human Resources Managers
9. Entrepreneurs
10. Executives

# Learning Objectives

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**By the end of this training course, participants will be able to:**

- Gain a comprehensive understanding of the core skills of highly effective leaders as well as managers.
- Implement strategic plans and motivate and reward excellence
- Understanding what drives individual behaviour and the culture of your organisation
- Exploring team dynamics, situational leadership and how to get your staff to play to their strengths
- Design a framework for managing change and your career development

## Course Outline

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### • 01 Day One

#### **Moving from Management to Leadership**

- The Difference between Management and Leadership
- Appreciating the Five Essential Leadership Approaches
- Displaying Transformational Leadership Behaviours
- 21st Century Leadership Requirements
- Leadership and Emotional Intelligence (EI)
- Leadership and Organisational Political Skills

### • 02 Day Two

#### **Understanding Yourself, Others & Organisational Cultures**

- Determining Your Own and Other's 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

### • 03 Day Three

## **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

### **• 04 Day Four**

## **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

### **• 05 Day Five**

## **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

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	5950.00 \$	USA - Los Angeles
July 7, 2025	July 11, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 1, 2025	Dec. 5, 2025	5 days	4250.00 \$	UAE - Dubai