

MIDDLE MANAGER PROGRAMME



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TRAINING CENTER



Introduction

Middle Manager Programme Training Course develops the managers who carry strategy into daily operations and translate frontline reality back into decisions. Middle managers sit at the most pressured point in an organisation: they receive direction from above, demands from their teams, and expectations from peers. Weak support at this level is where most strategy quietly dies. This programme builds the complete middle-management skill set. It covers direction translation, planning, delegation, performance, influence, and change. As a result, participants learn to convert strategy into clear work and to lead confidently across the organisation. Furthermore, the course covers stakeholder management, risk, and personal resilience.

Middle Manager Programme Course Objectives

- Translate strategy into team objectives and operational plans.
- Apply the situational and transformational leadership models.
- Set goals with SMART objectives, OKRs, and cascaded KPIs.
- Plan work with the Balanced Scorecard and priority frameworks.
- Delegate using the five levels of delegation and the RACI matrix.
- Manage performance with appraisals and improvement plans.
- Give feedback with the SBI and DESC frameworks.
- Coach team members using the GROW model.
- Influence upward and sideways with persuasion principles.
- Lead change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Facilitated sessions built around real middle-management challenges.
- Diagnostic workshops using management maturity models.

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- Role-play of upward briefings, appraisals, and peer negotiation.
- Group exercises in strategy translation and scorecard design.
- Case studies from operations, service, and project environments.
- Simulation of a cross-functional planning and review round.
- Peer review, reflection, and a personal management development plan.

Who Should Take This Course

- Middle managers and department heads.
- Experienced team leaders moving into wider scope.
- Business unit and functional managers.
- Operations, service, and technical managers.
- Project and program managers in matrix structures.
- HR professionals supporting manager development.
- High-potential leaders preparing for senior management.

Middle Manager Programme Course Outlines

Day 1: The Middle Manager Role and Personal Practice

- Defining the middle manager's position and pressures.
- Translating direction from above into team work.
- Situational and transformational leadership models.
- Managing multiple stakeholders and competing demands.
- Time management with the Eisenhower matrix.
- Management habits, credibility, and personal standards.
- Workshop: middle manager role diagnostic.





Day 2: Strategy Translation, Planning, and Priorities

- Understanding corporate strategy and its implications.
- Setting objectives with SMART goals, OKRs, and cascaded KPIs.
- The Balanced Scorecard and strategy maps at unit level.
- Action planning, milestones, and resource requests.
- Prioritising with impact-effort analysis.
- Building the business case for unit initiatives.
- Workshop: translating strategy into a unit plan.

Day 3: Delegation, Execution, and Performance

- Delegation with the five levels of delegation.
- Accountability and the RACI matrix across teams.
- Tracking performance with dashboards and review routines.
- Diagnosing problems with the 5 Whys and fishbone diagrams.
- Appraisal and performance review conversations.
- Handling underperformance with improvement plans.
- Role-play: a performance and development conversation.

Day 4: Influence, Communication, and Stakeholders

- Communication styles and adapting the message.
- The Pyramid Principle for clear upward briefings.
- Persuasion principles and evidence-based advocacy.
- Stakeholder mapping with the power-interest grid.
- Negotiating resources, priorities, and timelines.

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- Coaching with the GROW model and feedback with the SBI model.
- Role-play: briefing senior leadership on a difficult issue.

Day 5: Leading Change, Risk, and Career Growth

- Leading change with Kotter's eight steps and the ADKAR model.
- Managing operational and project risk with the five-step process.
- Building cross-functional coalitions and relationships.
- Developing successors and building team depth.
- Personal resilience and managing pressure from both directions.
- Creating a personal management development plan.
- Capstone: presenting a 90-day middle management plan.

Conclusion

By successfully completing Middle Manager Programme Training Course, participants will have acquired the knowledge to translate strategy into operational plans, prioritise and delegate effectively, manage performance fairly, influence senior and lateral stakeholders, lead change with proven frameworks, and build leadership depth in their teams. They will also understand how to protect their own effectiveness under pressure from above and below. Gentex Training Center delivers this programme through applied workshops and expert facilitation, helping middle managers perform as the organisation's operational backbone.

FAQs for the Middle Manager Programme course





Q1 What is the "Middle Manager Programme" course about?

It is a training programme designed for the middle management layer. It covers strategy translation, planning, delegation, performance management, upward and lateral influence, change leadership, risk, and personal resilience.

Q2 What are the key benefits of the "Middle Manager Programme" course?

Participants gain a clearer grasp of strategy, stronger planning and delegation habits, and better influence with senior leaders. Organizations benefit from strategy that reaches the frontline, more reliable unit delivery, faster problem resolution, and a stronger pipeline into senior management.

Q3 What skills will I gain from the "Middle Manager Programme" course?

Participants build strategy translation and operational planning, delegation, execution, and performance management, upward and lateral influence and stakeholder management, and change leadership, risk management, and team development.



Q4 What tools, methods, or standards are covered in the "Middle Manager Programme" course?

The course covers the situational and transformational leadership models, the Eisenhower matrix, SMART goals, OKRs, cascaded KPIs, the Balanced Scorecard, strategy maps, impact-effort analysis, the five levels of delegation, the RACI matrix, the 5 Whys, fishbone diagrams, the Pyramid Principle, persuasion principles, the power-interest stakeholder grid, the GROW coaching model, the SBI and DESC feedback frameworks, the five-step risk management process, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Middle Manager Programme" course applied in real-world practice?

Learners apply it by translating corporate strategy into unit plans with measurable objectives, delegating with clear ownership, running structured performance reviews, briefing senior leadership on difficult issues, and leading change initiatives with clear adoption tracking.