

Course Description

Leading From the Middle AMS264



Overview

We typically think of leadership coming from CEO's and other officers of a company, but most companies now recognize the importance of have strong leaders at every level in the business. Many significant leadership decisions are prompted by actions and ideas arising from middle managers. People in the middle have great knowledge about employee issues, customer needs, and opportunities for process improvement within their own companies. Consequently, they are uniquely positioned to foster and manage effective change in the company. This has always been true and great companies count on the contributions of informed people in the middle. In fact, research shows that mastering the process of leading from the middle makes great careers.

Directors of Operations (middle management) are essential to the success of a company. They provide a vital connection between senior management and the front-line, between the organization's strategy and its implementation; and provide linkages horizontally, across organizations and functions. This course is designed to reinforce the value of this position, and to provide strategies for collaborating across geographical boundaries to join forces with all leaders within the company to realize the benefits of enlightened, motivated leaders working collectively.

Learning Objectives

- Learn the importance of leading from the middle
- Understand leadership competencies of middle managers
- Identify ways to use business ethics to build trust
- Assess personal values and be able to integrate them into the business setting
- Coach employees toward improved performance
- Improve communication through active listening and future-focused conversations
- Define Emotional Intelligence and its organizational benefits
- Learn strategies for effective work management
- Build and support virtual teams
- Understand personal Emotional Intelligence strengths and developmental needs
- Draw on a personal development plan for further development as a leader

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application and adaptation of selected tools and processes.

Duration

Two days

Who Should Attend

Directors of Operations will benefit by taking this course.