Middle Manager Training

Middle Manager Training - Online Course - CPDUK Accredited

OVERVIEW

Welcome to The Mandatory Training Group's online Middle Manager training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Traditionally, middle managers make up the most significant managerial layer in an organisation. The middle manager is responsible to those above them and those below them. They head a variety of departments and projects. For a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organisation and understands how to execute these goals effectively.

Businesses must focus on these essential managers and provide them with opportunities to succeed. No matter the organisation's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organisation is very important. They are in communication with a substantial percentage of the company and will have a significant impact throughout the organisation. Our online Middle Manager training course will help organisations prepare their middle managers an effective preparedness for their vital role in the business.

Middle Manager Training – E-Learning Course — CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 4 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Middle Manager Training course is suitable for those who want to prepare themselves to commit to the goals of an organisation and understand how to execute the goals of senior management and ordinary employees effectively.

Course aims

Businesses must focus on these essential managers and provide them with opportunities to succeed. No matter the organisation's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organisation is very important.

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Learning outcomes

The learning outcomes of this online Middle Manager Training course are to:

- ♦ Define management
- ♦ Understand ethics in the workplace
- ♦ Manage information and make decisions
- ♦ Be familiar with the control process
- ♦ Use organisational strategies to facilitate change
- ♦ Create structures and processes to manage teams
- ♦ Manage as a leader.

What is covered in this course?

This online Middle Manager Training course includes the following:

Module 1: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module 2: Grooming a New Manager

- Set Specific Goals
- Authority (What They Can and Can't Do)
- Create a Shared Vision
- The More they Learn, the More Responsibility They Get
- Case Study
- Module Two: Review Questions

Module 3: Measuring Performance

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Three: Review Questions

Module 4: Motivating Managers

- Provide the Needed Resources
- Bonuses and Incentives
- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Four: Review Questions

Module 5: Signs of Poor Management

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Five: Review Questions

Module 6: Trust Your Team of Managers

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, But Verify
- Case Study
- Module Six: Review Questions

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Module 7: When an Employee Complains about their Manager

- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Module Seven: Review Questions

Module 8: Coaching and Mentoring (I)

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Module Eight: Review Questions

Module 9: Coaching and Mentoring (II)

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Building Ownership
- 360 Degree Feedback
- Case Study
- Module Nine: Review Questions

Module 10: When Do You Step In?

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

Module 11: Remember These Basic Qualities

- Express Confidence in Their Abilities
- Practice What You Preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Module Eleven: Review Questions

Module 12: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Why is this online Middle Manager Training training course essential?

Why are managers so crucial to business success? Success in business happens because of successful employees. It is important to focus directly on managers as a lever of engagement to recruit, retain, and inspire the greatest asset to your company: your employees. The impact of an excellent middle manager goes beyond employee engagement. The role they play in maintaining productivity also is at the top of the list.

While C-suite executives (C-suite gets its name from the titles of top senior staffers, which tend to start with the letter C, for "chief," as in chief executive officer – CEO, chief financial officer – CFO, chief operating officer – COO, and chief information officer – CIO) create big-picture plans, managers are responsible for putting those plans into action and securing employee buy-in on the company's strategies.

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HOW IT WORKS

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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ACCREDITATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.

WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.

Civility in the Workplace Training Course for Global Executives

> "YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."
>
> Nicolle Billmyre, YPO, Texas, USA

Counter Fraud, Bribery and Corruption Training for NHS Providers

> "NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".
>
> Harriet Griffiths, NHS City and Hackney CCG, London, UK

Accredited Training Courses, Programmes and Regulated Qualifications

> "Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".
>
> Mansh Bhatti, Reed Courses, London, UK

Statutory and Mandatory Training for Primary Care Providers

OSD Healthcare

"When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements".

Anne Joy, OSD Healthcare, Hemel Hempstead, UK

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Statutory and Mandatory Training for Healthcare Providers

"All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent".

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

edenbrown synergy

Online Training and Development for the Public Sector

"We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial."

David Sanchez, Eden Brown Synergy, London, UK

Nuffield Health

Blended Train the Trainer Courses for Healthcare Providers

"We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments".

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

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