

Certificate Outline

Lean Six Sigma
Meeting Management
Middle Manager
Workplace Diversity
Change Management
Coaching and Mentoring
Creative Problem Solving
Leadership and Influence

Total Courses: 8 courses and Certificate in
Middle Management final assignment
Courses Nominal Hours: 8 hours
Total Nominal Hours: 64 hours
Certificate Standard Price: £340

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NOTTING HILLTM
COLLEGE

SCHOOL OF BUSINESS

Certificate in Middle Management



Effective Middle Management

Middle managers are critical levers in the middle of any organisation -conduits for communication both upwards and downwards. They are eyes and ears in the middle of the organisation and many of them will be high risers who are destined to take over and drive forwards key functions of business. They are often referred to as the "glue" that holds companies together, bridging the gap between the top management team and lower level workers. They implement strategy and organisational changes, keeping workers engaged during both good and bad economic cycles. Quite often this level contains people who were excellent "doers" but have missed out on learning how to become excellent "managers".

NHC School of Business Middle Management certificate programme is designed to help middle managers achieve improvements in productivity and performance through people whilst taking into account key management issues. It focuses on building the skills necessary to maintain credibility at this level to face management issues in today's competitive and widening market environment.

The certificate programme revolves around deeper understanding and more effective implementation of the core management skills needed to run an effective business.

Effective middle managers can make a massive difference to an organisation's productivity, efficiency, customer service standards, quality and profitability.

Diploma Objectives

- Define management
- Plan, organise and manage change in a more productive way
- Define coaching and mentoring and set appropriate goals for coaching

- Identify the benefits of building and fostering trust with employee
- Identify the steps in giving effective feedback while maintaining trust
- Identify and overcoming common obstacles to the growth and development of employees
- Understand problems and creative problem solving process
- Use basic brainstorming tools to generate solutions ideas and evaluating them
- Explain leading by Directing, Coaching, Participating and Delegating
- Develop a 360 degree view of Six Sigma and how it can be implemented in any organisation
- Use specific criteria to evaluate a project
- Discover root causes of a problem and to prevent the problem from re-turning
- Plan and prepare for meetings and use a meeting agenda
- Chair a meeting
- Understand ethics in the workplace
- Manage information and make decisions
- Create structures and processes to manage teams.
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process

Who Should Attend?

This certificate in Middle Management programme is relevant for individuals moving into or newly working in a middle management role and those with experience of management but have had little formal training. These include department heads, superintendents and senior supervisors