Developing Middle Managers
Session Dates: October 16-18 and November 6-8, 2018

Program Objectives
With today’s flatter, leaner organizational structures much more is expected of the mid-level manager in delivering organizational results. Because they must rely more on cross-functional resources than dwindling direct reports, communication, influencing, and networking skills are critical to success. Developing Middle Managers provides key competencies of management beyond the typical supervisory skill set. Participants will learn how to apply planning, organizing, and optimizing performance within their spheres of influence delivered through six full days of a highly interactive classroom experience complemented with online resource tools.

Who Should Attend
This program is designed for those in second-tier management. Those with functional management responsibilities or others who need to develop competency beyond supervisory level in improving performance will also benefit. Participants may have budgetary, operational, or organizational change responsibilities. HR Professionals who need SHRM Recertification credits should also attend.

Program Features
Developing Middle Managers emphasizes the practical application of concepts in the workplace through a highly interactive approach.
• Convenient multi-day learning experiences accommodates company workloads.
• Time between sessions allows for application of concepts in the workplace.
• Projects and presentations apply the learning.
• Professional Certificate in Functional Management awarded upon completion.
• Program awards 3.6 CEUs (Continuing Education Units) and 35 SHRM PDCs. (Penn State is an authorized SHRM Recertification Provider)
• Online resources included provide enrichment.

Value for You and Your Company
It cannot be over emphasized the measurable value that is achieved through a strong middle management sector in organizations. According to research, investing in middle managers adds to the bottom line through improved engagement, retention, and teamwork. This program promotes loyalty and performance.

Faculty
Faculty are selected with extensive backgrounds that include working in their area of field expertise and consulting. Each brings to the classroom real world experience, best-practices, and adult learning techniques.
Program Content

This program is designed as a two-part series and must be completed sequentially. Coaching and applied learning are built into the design to provide immediate applicability between sessions. Topics:

**Effective Management Practices**

Ground yourself in contemporary and foundational management practices. Topic covers traits and values of mid-level managers, business management tools, and techniques for performance management and feedback.

- Foundations of best practices
- Delegation and models of leadership
- Business acumen
- Employee performance management and feedback

**Improving Personal Effectiveness**

Communications and problem solving are at the heart of every successful manager. These topics advance your interpersonal skill at influencing others and resolving conflict. Tools for effective presentations and project management will also be covered.

- Presentations and communications
- Making decisions
- Managing projects

**Organizational Cultures and Change**

Leading change is difficult. Learn how to build a culture for success and resilience through employee involvement and empowerment, teamwork and cooperation. You will acquire techniques for monitoring and sustaining change.

- Customer-driven management
- Leading change
- Diversity, culture, and inclusion
- Team empowerment

Reservations-Questions? Please call 800-311-6364 or 814-865-3435.

Our enrollment coordinator will be happy to hold a seat for you in this program. A reservation does not commit you to the program until you submit the registration form on-line. (*Inclusive program package some restrictions apply.)

Penn State Continuing Education Units (CEUs) are available based on a standard of one unit per ten hours of classroom instruction. This publication is available in alternative media on request. BUS.U.ED 18-61