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“ The right information  
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Nirmal Chabria, Managing Director  
Niva International UK Limited.



## Understanding the Management role

### **Workshop aim**

To appreciate the nature of the middle manager role and their ability to perform effectively

### **At the end of the workshop the delegate will:**

1. Understand the organisation's purpose
2. Understand the specific responsibilities of middle managers
3. Understand communication and interpersonal relationships
4. Evaluate personal development opportunities

### **Workshop content**

- The nature and purpose of organisations
- Organisation charts, including hierarchical and matrix structures
- Levels of management and associated roles and responsibilities
- Profile and job functions of middle managers
- Formal and informal organisational relationships
- Range of management styles and tasks
- Differences between management and leadership
- Range of human behaviours in the workplace
- Communication methods / procedures, climate and culture
- Importance of feedback skills to facilitate communication
- Networking skills and non-verbal communication
- Attitudes to knowledge management and sharing of information
- Personal management styles

Duration: 1 Day

Cost: £69 + VAT

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