

How to master the middle

Robert—
—Walters

1

Communication is key

As a middle manager you are in a position where you are continuously in communication with employees of all levels. Having strong communication skills will help eliminate miscommunication errors which will support making operations more efficient.

2

Focus on outcomes

A great manager is one whose team consistently deliver great results. Don't just focus on tasks, focus on how you can deliver improved outcomes from your team.

3

Hold effective meetings

Ensure your meetings have a clear purpose and actionable outcomes, this will help you and your team manage time and have a better understanding of expectations.

4

Get to know your team

Make sure you take the time to get to know your team. By taking the time to get to know them – how they like to work, communicate and collaborate you can learn how to adapt your style and play to their strengths which will help with team productivity and overall team morale.

5

Provide constructive feedback

Give activity specific feedback to your senior stakeholders as well as your junior team to help support with collaboration in the future. Also don't be afraid to ask your team for feedback to help you improve your managerial style and skills.

6

Find a mentor

Don't forget about building your own support network. Having someone that you can speak to openly about the challenges you are facing and ask advice, will support you being successful in your role.