

It's Tough In The Middle!

They say it's tough at the top, but what about the middle?



Agenda

- Introductions
- Why is it so tough?
- Sponge Vs Sieve
- Communicating up & down
- Where am I?
- Why does it always rain on me?
- Page 1

Who the heck is this guy?



Matt Shore

Official job title - Schools and Colleges Liaison Manager

Unofficial job title – Chief Morale Officer

University of Lancashire

And you are.....?

Why is it so tough?

- Pleasing all parties (or at least trying to)
- Managing expectations from all angles.
- Choosing what to feedback and when?
- Strategy to execution
- Read the room
- Staying motivated



Sponge Vs Sieve

Sponge

- Absorbs everything
- Gets saturated
- Focuses on negative

Sieve

- Filters Intentionally
- Keeps the good stuff
- Promotes Growth

Communicating up & down

- Understanding your team
- Ways of communication
- Timing is everything
- Removing the white noise
- So what?





OPEN
CURIOUS
COMMITTED TO LEARNING



WHE

WIN

COMMITTED TO BEING RIGHT
DEFENSIVE
CLOSED



**Why does it always
rain on me?**



Page 1

- What is a Brag Book?
- When do we use the Brag Book?
- Why do we use the Brag Book?

