

<b>Session Title:</b>	<b>Its Tough in the Middle</b>
<b>Speaker(s):</b>	<b>Matt Shore, University of Lancashire</b>
<b>Chair:</b>	<b>Ellie Collins</b>
<b>Reporter:</b>	<b>Jen Barton</b>

<b>Speaker/Institution Bio/Information:</b>	<b>Schools and Colleges Liaison Manager</b>
<b>Overview/Aim of session:</b>	<p><b>They say its tough at the top but what about the middle:</b></p> <ul style="list-style-type: none"> <li>• Open up a forum of middle management.</li> <li>• Well-being, keeping morale of the team.</li> <li>• Why is it so tough.</li> <li>• Sponge v's sieve.</li> <li>• Communication up and down.</li> </ul>
<b>Workshop Content</b>	<p><b>1. Introductions and what the biggest management challenge you have.</b></p> <p><b>Session lead feedback:</b></p> <ul style="list-style-type: none"> <li>• Pleasing all parties, managing expectations from all angles, choosing what to feedback when, staying motivated, reading the room.</li> <li>• Time has been a benefit, in managing those who were peers to then being taken seriously, staying motivated.</li> <li>• Feedback - when - finding the right time of the week/year and how.</li> </ul> <p><b>2. Sponge v's sieve:</b></p> <ul style="list-style-type: none"> <li>• 2 types of managers. Sponge absorbs everything and things get saturated, focuses on negative.</li> <li>• Sieve - filters intentionally, keeps the good stuff and promotes growth. Be the right sieve for the right job. Keep the good stuff and let go of the bad.</li> </ul> <p><b>Session leader feedback:</b></p> <p><b>Letting things go to the team when you need to and</b></p>

	<p>only the key information that they need.</p> <p>3. Communicating up and down:</p> <ul style="list-style-type: none"> <li>• Understanding your team, ways of communicating, timing is everything, removing the while noise.</li> <li>• Using the right platform for the right messaging.</li> <li>• Figuring out when is the best time for certain key information being sent.</li> <li>• Sifting the messaging that you get and removing the unnecessary. What is the key message/information.</li> <li>• You dont always to have a positive spin on all messaging. You can deliver bad news and recognise its bad news.</li> </ul>
Case Studies/Examples:	Video shown.
Scenarios/Roundtable discussions:	<p>1. Introductions and what the biggest management challenge you have.</p> <ul style="list-style-type: none"> <li>• Managing ambition where there is limited opportunity for progression.</li> <li>•</li> <li>• Separating friendship and line management.</li> <li>•</li> <li>• Managing people who have been unsuccessful when applying for promotion.</li> <li>•</li> <li>• Conflicting instructions from manager and manager's manager.</li> <li>•</li> <li>• Promotion internally and changing dynamics.</li> <li>•</li> <li>• Manager, but don't have a Head of.</li> </ul> <p>2. Are you a sponge or a sieve:</p> <ul style="list-style-type: none"> <li>• If your line manager is one, you almost have to be the other.</li> <li>•</li> </ul>

	<ul style="list-style-type: none"> <li>• If you are being a sponge for your team, you are maybe protecting them.</li> <li>•</li> <li>• Get feedback from your team on what you are relaying to them, is it enough, too much detail?</li> </ul> <p>Why does it always rain on me?</p> <p>Table activity, what do you do that releases the pressure and stops the rain overflowing.</p> <p>Brag book: work related, log all of your achievements. Can be small things. Good to look back on and reflect on.</p>
Questions and Answers:	
SummaryKey takeaways:	<p>Get in touch if you want to be part of a whatsapp group to discuss challenges with Hannah: hvw8@le.ac.uk</p>