

MTD Quick Tips

Playing Piggy In The Middle

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Playing Piggy in the Middle

As a manager do you sometimes find yourself caught between a rock and a hard place?

When I say this I am coming from the position that as a manager you often find yourself playing the role of a middle-man because that is where you are... in the middle.

You are the middle-man between your senior managers and the workers.

With this, you need to represent the views of your superiors and also protect the interests of your staff so this can lead to a conflict of interests at times.

A good manager can find the right communication skills to manage each set of people. It's a big part of being a modern manager yet our competitor analysis tells us that not many training companies deliver modules in how to tackle it - we do of course!

The skills required to manage the interests of your superiors and those of your staff come down to one word - COMMUNICATION!

Here are some top tips for managing both sets of stakeholders.

TIP NUMBER 1 - Don't take sides

To do this, make sure that you communicate the facts and not opinions.

Become detached from the information that you are providing and really take your middle-man status to heart! Sit on the fence and communicate the reasons behind what you are saying.

TIP NUMBER 2 - Don't make enemies

Both your staff and your superiors are your stakeholders and therefore you need to be on good terms with both parties.

Otherwise, it will be like driving with your foot on the gas with the handbrake on!

Be professional at all times even when others are losing their heads.

TIP NUMBER 3 - Listen more and talk less

The best communicators that I have come across are the also the best listeners.

Listen attentively and pay attention to others points of view. See if from their angle. Don't agree or disagree but see where they are coming from.

TIP NUMBER 4 - Think WIN WIN

With every situation there is normally always a common ground.

Find a common agreement and work around that as it will create momentum for further progress.

We as managers may feel pulled and pushed from pillar to post at times but by improving your communication skills you can become a great middle-man that is respected by all concerned.

Until the next time, take care of yourself

Live, love and laugh

Sean

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About Sean McPheat



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Founder and MD of international management development firm MTD Training, Sean McPheat is widely regarded as a leading authority on modern day management and leadership.

Sean is a bestselling author, and has been recognised for his own business building skills through the **British Business Awards** and has been featured in the **Who's Who Of Britain's Business Elite**.

He has been a regular judge for the UK's Young Enterprise Programme but was not as horrible as Simon Cowell (well almost!)



Sean has been featured on **CNN International, the BBC, SKY, ITV, The Guardian, Forbes, Arena Magazine, Marketing Weekly, Business Zone, Winning Edge** and radio stations such as BBC WM and LBC (London's Big Conversation).

Sean has over **250 media credits** to his name and his weekly email tips go out to over **60,000 people** interested in management and development strategies.

Sean is also a **much sought after media figure and motivational speaker** on all topics related to management, HR, business improvement and entrepreneurialism.