

## Middle Manager Course (MMC)

### COURSE NUMBER    FAA01291

For information about this course, contact:  
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### DESCRIPTION AND LEARNING STRATEGY

*Middle Manager Course* focuses on the skills required to manage the unique challenges and responsibilities of middle and senior management, including aligning resources and developing employees to achieve Agency performance targets, identifying or building processes to meet organizational objectives, and creating implementation plans to deliver organizational results based on strategic goals. Methodologies include lecture, coaching and feedback from instructors, discussion, simulation, case study, skill practice, and group activities.

### OBJECTIVES

- Adopt new management procedures and available technology to improve quality and productivity.
- Anticipate the impact and consequences of decisions.
- Balance a long-term view of mission and purpose with short-term requirements.
- Coach, mentor, and guide development of subordinate managers.
- Make appropriate resource adjustments in collaboration with other managers to achieve critical objectives.

### KEY COMPETENCIES

- |                                  |                                       |
|----------------------------------|---------------------------------------|
| • Accountability and Measurement | • Innovation                          |
| • Business Acumen                | • Managing Organizational Performance |
| • Developing Talent              | • Strategy Formulation                |

This course may be customized for your organization in a **fee-for-service delivery**. Call (386) 446-7132 to discuss options.

### CLASS SIZE

20 participants

### LENGTH    5 days

(Monday, (8:00 a.m. –  
 Friday, 5:00 p.m.)  
 40 hours

### LOCATION

FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY09 Schedule](#))

### WHO SHOULD ATTEND

**Required** for all first time middle managers

**Recommended** for all middle and senior managers

Non-managers are **not eligible** to attend.

### ENROLLMENT

To enroll, contact your line organization's training coordinator.

### PREREQUISITE

None

### PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing several assignments, including the **Multi-Rater Feedback Assessment**, that must be completed prior to your arrival at CMEL.

### RELATED COURSES

Managerial Coaching and Mentoring (FAA01299)

Strategic Planning (FAA01275)

Systems Thinking (FAA01277)