



THE MIDDLE MANAGER LIFELINE.

Trust and communication in the heart of your organisation.

With Brexit showing widespread public suspicion of leaders, building trust between middle managers and senior leaders is more important than ever.

After all, middle management is the heart of any organisation, trusted to transform strategy into action. But our health check on UK management suggests it could be in better shape.

TRUST IN THE ORGANISATION

Vital statistics

85% of managers agree trust is vital to an organisation's success.



Trust and grow

Trust and growth go hand in hand.

In rapidly growing organisations,

68% of managers have high trust in leaders.

Among those in decline, only

15% fully trust their leaders.



Mind the trust gap

Only **36%** of middle managers say they trust their leaders fully.



COMMUNICATION IS KEY

Management style and poor communication are key factors affecting trust

A call for more clarity

Only **37%** of middle managers think their leadership team are transparent.



...and less bureaucracy



41% of middle managers describe their organisations as bureaucratic.



TOP BANANA.

Download the 'The Middle Manager Lifeline' from CMI and Top Banana at www.managers.org.uk/middlemanagerlifeline and inside.top-b.com/middlemanagerlifeline

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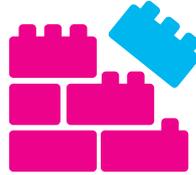
VALUE YOUR HEART

Even though they are at the heart of the organisation, UK middle managers feel under valued.



80% of middle managers believe they are very important in building a trusting workplace culture.

Only **31%** say that they are actually being made to feel very important.



Only **48%** of middle managers say their senior leaders make line manager communication a priority.



THE MISSING LINK

Despite being a vital link in the organisation...



Just **31%** feel fully confident communicating company information...



Only **9%** are always asked to input on information with which they are provided.



Knock-on effect

Only **20%** of middle managers say employees trust their business leader fully.



TAKE FIVE

Five things middle managers would like to see more of from their leaders

1

Share their thinking



2

Admit to mistakes



3

Encourage people to raise issues



4

Be more inspirational



5

Uphold company values



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