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Middle Management has the Thickest Skin

By Richard Hohmann

Happy Thanksgiving! I am about to tell you that your manager probably has thicker skin compared to the turkey you are about to eat... Is that good or bad news...?

Middle Management are “tough-minded” and open to criticism. A recent survey on management personalities placed CEO’s at the bottom of the list in comparison with management at other levels on resiliency. Resiliency is defined as someone’s ability to accept critical feedback. today, CEOs appear to be thin-skinned, and most choose to tune out criticism or launch a counter attack by accusing the critic of not being a team player.

The survey also demonstrated that the CEOs should not feel alone because their administrative and clerical staff also scored low. It is generally believed because of the rigid nature of their position or their closeness to the executive level, they are often as, if not more, stubborn than their boss.

Why then do Middle Managers lose their resiliency as they move up the ranks? In an article titled, “Middle Managers have the thickest Skin” by Michael Laff (T&D,10.06) Wayne Nemeroff, CEO of PsyMax Solutions feels that they become insulated and lose their effectiveness. CEOs must break out of their cocoon and seek out the opinions of others and avoid becoming disconnected from the managers, staff and customers.



Please make sure you wish all of your middle managers a Happy Thanksgiving and tell them to make sure that they can not loose your feathers. Feathers protect their skin and we need their skin to remain soft and open for criticism.

Innovative Leadership helps Managers Maintain their Feathers! Our “Making of An Effective Manager” Course is designed to lubricate the feathers of managers and prepare new managers for the potential loose of their covering. We produce “thick-skinned” leaders. Benefits:

- Learn the techniques of “High Achieving Managers”
- Learn the management competencies that make a difference
- Learn how to improve productivity and enhance performance
- Provides a forum for the creation of “Best Practices”

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