

Managing Upwards

Overview

Duration: One Day

Most of us face one great challenge at work: balancing our priorities with those of our manager. Understanding what is important to our manager and knowing how they prefer to work and communicate allows us to work more effectively and provide a more significant number of opportunities.

This course will provide attendees with the tools and techniques required to effectively work with their managers. The content will help them adapt their approach to work in such a way that they can develop a positive work relationship with their manager, which in turn will expand their personal skills and make them a more effective employee.

Description

We all need to be able to communicate effectively with people within our organisation, and the way we interact with peers and our employees should be no different to the way we interact with our manager. In practice, it can sometimes seem difficult to address your manager, and would be useful to understand the best way to approach communication with those people in roles 'above' our own. Being able to influence upwards will not only benefit your career, but it will also ensure your manager has the support needed to ensure your organisation meets its goals.

Managing up is a skill that every employee needs to learn. Recognise that it is YOUR responsibility to build this critical relationship. This attitude will get you the results you want. Understand the manager's priorities, likes and dislikes, sense of urgency and style of communication and target your behaviour accordingly. In many ways, managing up is simply having the right attitude and realising you can improve things .

This course will give attendees an understanding of the principle of 'Managing Upwards' and will equip them with the key techniques to demonstrate this skill.

Topics covered:

- **Defining 'Managing Upwards'** – Establishing what managing upwards means, setting the tone for the training course
- **Understanding Yourself** – Identifying what drivers the participants have to establish how they will best work with managers
- **Personal Work Styles** – Using an inventory to help understand different work styles, reviewing the participants own styles and what this means and considering different behavioural styles of; Analytical, Driver, Amiable and Expressive
- **The Four Behavioural Styles Explained** – Exploring a case study to apply the behavioural inventory to a real-life example

- **Understanding Your Manager** – Determining the management style of the participant’s manager and comparing them to their working style to help define the best way of collaborating
- **A Manager’s Expectations** – Establishing what managers want from employees and how they expect the working relationship to evolve
- **Management Styles** – Identifying different management styles, what the impact of these styles might be and how best to work with them
- **The Benefits of Managing Upwards** – Highlighting the benefits of managing upwards and what it means for the manager, the organisation and the employee
- **Strategies for Managing Upwards** – Discussing different strategies for managing upwards and applying this to specific workplace scenarios. A chance to apply these strategies to a practice scenario
- **Giving Feedback to Your Manager** – Understanding how upward feedback works and what is involved
- **A Model for Giving Feedback** – Using a set structure for approaching feedback conversations in a constructive way with a chance to practice the skills
- **Six Weapons of Influence** – Identifying the underlying factors that influence decisions and applying this to personal management scenarios

Who Should Attend?

This course is suitable for all employees.