

Business Learning



SOLUTIONS

Managing Upwards for Mutual Success

Description of Course

Balancing our own priorities with those of our manager is a common challenge at work. But by understanding what is important to our manager, and knowing how they prefer to work and communicate, we can work more effectively and take advantage of many more opportunities.

This course will give participants the tools and techniques required to effectively work with their managers. It will show them how to adapt their own approach to work so they can develop a positive working relationship with their manager, which in turn will improve their personal skills and make them a more effective employee.

Course Objectives

By the end of this course delegates will be able to:

- Explain what managing upwards is; and what it is not
- Identify the key challenges to managing upwards
- Understand the needs and expectations of their manager
- Appreciate the benefits of managing up
- Adopt specific strategies to deal with their manager
- Give constructive feedback to their manager
- Use influencing and persuasion techniques to improve personal management

Duration of Course

1 day

Course Outline

Icebreaker – An activity that looks at participants' previous experience with effective and ineffective managers.

Defining 'Managing Upwards' – Establishing what managing upwards means, setting the tone for the training course

Understanding Yourself – Identifying what drivers the participants have which in turn will 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. Considering the different behavioural styles of; Analytical, Driver, Amiable and Expressive

The Four Behavioural Styles Explained – Looking at a case study to apply the behavioural inventory to a real-life example

Understanding Your Manager – Determining the management style of the participants' manager and comparing them to their own working style to help define the best way of collaborating

A Manager's Expectations – Exploring what managers want and need 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. An activity to apply these strategies to a practice scenario

Giving Feedback to Your Manager – Understanding the process of upwards feedback and how it works in practice

A Model for Giving Feedback – Using a model to approach 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