

MANAGING UP

Build great relationships with those above you

◆ ABOUT THE COURSE

Your success at work depends on how you are perceived by your manager and other senior stakeholders. It's crucial to cultivate the skill of effectively managing those in higher positions. This involves fostering a deep understanding of your manager's viewpoint and enhancing communication on all fronts.

In this session, you will learn how to work better with your manager and become more effective in your role through supporting them and enhancing your collaboration.

◆ SESSION AGENDA

- 01 Understanding Your Manager**
Explore your manager's perspective and learn how to build a more effective working relationship.
- 02 Ways of Working Together**
Establish clear expectations around communication, collaboration and how you work together.
- 03 Management Styles**
Recognise different management styles and adapt your approach to work more effectively with each.
- 04 Managing Priorities**
Learn practical ways to organise your workload, balance competing demands and manage priorities.
- 05 Communicating Problems Effectively**
Develop the confidence to raise challenges constructively and present potential solutions.

◆ INTERACTIVE EXERCISES

Circle of Concern

Map your manager's Circle of Concern to identify their key decisions, problems and relationships.

Ground Rules Discussion

Identify which ground rule topics you most need to discuss with your manager right now.

My Manager's Style

Identify your manager's style and note the strategies you will put in place.

Kanban and Prioritisation

Visualise your current workload using the Kanban and use the matrix to clarify priorities.

Positive Language

Re-phrase negative statements into positive ones to practise solution-focused communication.

◆ LEARNING OUTCOMES

- ◆ Learn how to articulate ideas, updates and concerns clearly and concisely to your superiors.
- ◆ Understand your superiors' needs and how to support them effectively.
- ◆ Improve your ability to manage your workload and set goals in partnership with your superiors.

FACILITATED SESSION

This is a facilitated, discussion-led workshop rather than a lecture. Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.