

Managing Up

Overview:

Managing Up is about engaging proactively with you boss and workgroup. It provides the skills to productively share your ideas and reduce the frustration of “no-one is listening”. Too often, due to work loads or assumptions about roles, managers and employees work in their own role silos and do not engage with each other around problem identification and resolution. This workshop is designed for both managers and employees to break those barriers for the betterment of the department, organization and the individuals.

Focus Areas:

- Creates alignment, involvement, and engagement
- Develops assertiveness on the part of employees and managers
- Raises awareness about the impact of assumptions on working relationships
- Develops perspective around organizational intent versus behaviors

OJI – On the Job Impact:

- The program develops links to others in the department to build a support structure and confidence
- Creates a dialog between the manager and the employee that is open and constructive
- Employees and managers are encouraged to focus on intent of statements and actions in order to defuse misperceptions and assumptions
- Employees and managers go back to the workplace checking their assumptions to ensure they are either real, or false
- Alternative forms of communication are practiced to give managers and supervisors options when dealing with difficult issues and conversations
- Greater empathy is practiced once returning to the workplace by both the manager and employee

Who will benefit:

- Managers will be benefit by learning the behaviors and skills needed to encourage managing up by their employees. Employees will benefit by reducing frustrations, and having an outlet for providing ideas and constructive suggestions to the manager.

- The organization will benefit from the diversity of ideas and perspectives that will be brought to the table. In addition, employees many times see potential obstacles well before management, having the environment where those can be brought up and discussed also benefits the organization.