

Managing Upwards

Duration: 1 Day

Introduction

- Intentions
- Defining a Manager
- What You Want
- What Your Manager Wants
- Benefits of working effectively together
- Testing ways of working
- Corporate Culture

The Right Relationship

- Virtuous Circle
- Your Job Description
- Sound Working Structure

Establishing a Positive Profile

- Perception is Reality
- Key Objectives
- Who to Impress
- The Right Image

Working to Create Impact

- The Right Targets
- What and How
- Delivering
- Doing Your Homework
- A Good Idea
- Enhancing Impact

Communicating with Senior People

- The Basics
- Meetings
- Listening
- Listening Checklist
- Make them listen to you
- Be Assertive

Getting the Boss to Agree

- Two Key Principles
- Persistence
- Understanding Decision-Making
- Persuasion Formula
- Added Weight
- Specific Requests

Dealing with Difficulties

- Different types of difficult boss
- Cover Up
- Big Problems
- Success Breeds Success

Getting the Most from Job Appraisal

- What are Appraisals For?
- How they can help
- Preparing
- What to Discuss
- Follow-Up
- Dealing with Criticism

Summary

- Review Key Issues