

Managing Up

This hands-on one-day workshop is designed to provide leaders with the capability to better manage their priorities and their manager.

Learning Outcomes

- Assess your current mindset and approach to time management
- Apply prioritization filters in order to manage time more effectively
- Identify opportunities to more effectively manage your time by keeping the “rocks” with their owner
- Select time management best practices to apply
- Assess your knowledge about your manager
- Apply the PCAN model when speaking to your manager
- Articulate strategies for managing up
- Describe your role in organizational communication

Program Flow

Welcome

Introduction
Learning objectives
Activity: Extra Hour

Time Management Mindset

Assessment
Rotter’s continuum
Control, influence and concern

Priority Setting

Activity: Billy’s Homework
Urgency and importance
Open vs. Closed loops

Rocks in the Backpack

Definition
Scenarios

Managing Up

We teach people how to treat us
Definition and value
B.O.S.S.

Build Rapport

Persuasion and communication
Activity: Who’s the Boss
Assessment

Offer Solutions

PCAN

Share Effectively

Information, input and decision

Stay Aligned

Seeking feedback

Organizational Communication

Your role – the mud level
Whisper down the lane
Activity: Buttermilk
Three challenges

Application

Scenarios

Workshop Close