



# MANAGING UP

Build an effective relationship with those above you

**RUN SHEET**  
**60 MINUTES**  
**UP TO 30 PARTICIPANTS**



## INTRO

- Facilitator intro.
- What 'managing up' means.
- Personal reflection on how 'managing up' more effectively could benefit them – alongside discussion around the key challenges people face in 'managing up'.

## UNDERSTAND YOUR MANAGER

- Managing up more effectively requires understanding the needs and concerns of those above you.
- Activity:
  - Everyone considers what is in their manager's 'Circle of Concern' – decisions they have to make, problems they face and relationships they manage.

## ESTABLISH GROUND RULES

- We often don't discuss how we like to work with each other – this is especially true of employee-boss relationships. Establishing ground rules is a great way to determine how you can best support each other.
- Activity:
  - We run through pointers for these different ground rules and everyone reflects on which ones they will take away to discuss with their manager.

## MANAGEMENT STYLES

- Each manager has their own way of managing.
- Activity:
  - We identify three different types of managers and specific strategies you can put in place to work more effectively with them.

## WORKLOAD MANAGEMENT

- The best way for your manager to understand what you are working on is to visualise and organise it for them.
- We introduce the 'KANBAN' method as a way of doing this.
- Activity:
  - Everyone applies the 'Kanban' to their own present workload.
- We also explore a 'Prioritisation Matrix' which can be helpful to discuss workload concerns with a manager.

## FRAMING PROBLEMS

- No one likes to bring problems to their manager but we all have to – how we frame them is important.
- We share a method for framing problems effectively and discuss the importance of 'positive language'.
- Activity:
  - Participants look at how they can reword different problem statements more positively.

## RECAP AND ACTION PLANS

- Recap of the session and key points.
- Personal action plans.