



FOCUS Session

Upward Management

Managing up means focusing on the relationship with your manager to obtain the best results for you, them and your organisation. Actively managing your relationship maximises both your ability and your manager's ability to contribute to the organisation, and it helps you weather the inevitable conflicts that will occur occasionally.

Upward management is a skill that many never seem to master. This seminar introduces both do's and don'ts when managing managers and explores the benefits of doing it well. Topics include:

- Benefits and challenges of managing upward
- How to present options rather than dump problems
- Being specific in what you need
- Gaining respect
- Managing conflict
- Identifying and resisting poor upward management techniques.

MPS

training

exceeding expectations

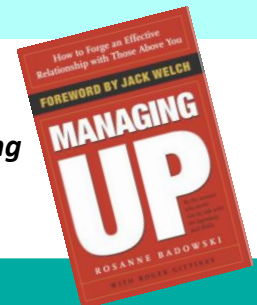
LEARNING OUTCOMES

MPS Training Focus Sessions are designed for optimal discussion and interaction. Our trainers use current effective facilitation techniques to ensure all learning styles and thinking preferences are addressed to ensure every unique learner achieves the key learning outcomes:

- Identifying the benefits and challenges of upward management
- Framing ideas as solutions rather than problems
- Using the 5 S's of unsolicited feedback
- Recognising and managing the stages of conflict
- Recognising and avoiding 4 poor upward management techniques

\$132 per person (GST inclusive)

Includes training materials **plus a complimentary book: *Managing UP* by Rosanne Badowski**



VENUE:

MPS Training Centre
Unit 9/141 Flemington Road Mitchell,
ACT

Check our website for course dates

Book now!

Contact our friendly MPS Training staff today, but be quick as seats are limited!

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