

MentorTraining

Corporate computer and soft skills training
Serving the Bay Area since 1987

Managing Up in an Organization

Leadership Series

Course Description:

This half-day course teaches attendees how to “read” their managers and communicate in a way which creates partnership and success. Attendees will gain perspective regarding their roles and responsibilities within the organization, and learn how to take responsibility for their side of the work relationship with their boss.

Course Length: half day

Course Audience: Individual Contributors

Course Outline:

- Access Codes: how to read your boss
- Three keys to influencing upward
- Taking responsibility for your side of the relationship
- Reading needs and wants for rapport and alignment
- Selling your ideas
- Managing the flow of information: delegation, e-mails, reports, and face-to-face
- Communication skills you’ll use to decrease conflict

Course Outline and Methodology:

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 20, whenever possible, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

MentorTraining

Corporate computer and soft skills training
Serving the Bay Area since 1987

About the Instructor:

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. He has also authored a full series of managerial soft skills courses, of which *Managing Up in an Organization* is one.