

Managing Upwards

Course Overview

Working effectively with your manager needs exceptional skills. The skills that you require to manage upwards are quite crucial. This course is about acknowledging the value of the productive two-way relationship you have with your manager who is your internal customer.

This program brings management and their direct reports to a meeting point that fulfills company objectives and staff satisfaction as well as maximizing profitability and employee involvement.

Course Outline

- Understanding your boss:
 - Goals and objectives
 - The essentials of effective workplace communication
 - Misreading Boss-Subordinate Relationship
 - Seeing the big picture
 - Knowing manager's agenda and priorities
 - Understanding manager's management style
 - Manager expectations
 - Handling different styles of managers successfully
- Assess yourself and your needs:
 - Strengths and weaknesses
 - Personal style
 - Developing your skills
 - Maintain boss relationship
 - Work stress and how the manager adds to it
 - Coping with emotions
- Face-to-face with your boss
 - The Do's and Don'ts of communicating with your manager
 - Keeping your manager informed
 - Selectively using boss's time and resource
 - Receiving criticism without being aggressive
 - How to listen...and be listened to
 - Feedback techniques
 - Managing a difficult boss!

Learning Objectives

Upon completion of this course, participants will be able to:

- Operate confidently and proficiently by developing key skills in their relationship with their manager
- Influence others' behavior without formal power or authority
- Discover why managing upwards fails
- View their managers as internal customers
- Manage personality differences that could impact manager/staff relationships and effectively deal with "difficult" managers
- Create excellent communication flow between themselves and their managers
- Identify what motivates and demotivates their managers
- Influence management in ways that benefit both sides

Who Should Attend

Any staff that are looking to build a more positive working relationship with their managers.

Course Duration: Two days from 9:00AM to 4:00PM

Registration Deadline: One week before the course date

Course Fees

- 1700 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks, juices and light lunch

Course Venue:

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

For Registration

- Logon to www.topbusiness-hr.com/Course_Register to fill a registration form. Alternatively you can request a registration form by mail from: training@topbusiness-hr.com.
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address

For More Information

17, Abdel Wahab Selim Elbeshry St.,
Sheraton Heliopolis, Cairo - Egypt

T. +2 02 226 871 44 / +2 02 226 871 45

Ext. 440/1

F. +2 02 226 871 58

M. +2 010 229 20 433

training@topbusiness-hr.com

www.topbusiness-hr.com