CREATE A ROCK STAR
MANAGE UP

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GoToWebinar
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Agenda
Key Learning Objectives

> Gain **Awareness** of why “managing up” is important
> **Understand** what it takes to create a Rock Star
> **Adopt** the concepts
> **Internalize** for action
> **Self-reflect** to gain insights
Managing Up

Definition

Simply Stated
Engaging your manager/supervisor in productive ways.

Fully Stated
Managing up is the process of consciously working with your boss to obtain the best possible results for you, your boss, and your organization. … A deliberate effort to bring understanding and cooperation to a relationship between individuals who often have different perspectives.

~Thomas Zuber & Erica James
Managing Up
Importance - Awareness

Impact to YOU
The primary reason that you would consider managing up important is that it impacts:

> The work you do
> Career advancement
> Pay increases and bonuses
> Happiness on the job

UNDERSTANDING
/ CLEAR AND CONFIRMED
Create a ROCK STAR
Develop Understanding

Relationship
Observation
Communication
Knowledge

Solutions
Trust
Anticipate
Responsibility

ADOPT
/ GAIN ABILITY
Adopt ROCK STAR Concepts

Relationship

Adopt ROCK STAR Concepts

Observation

Use all your senses:

- What actions do you see?
- What aromas do you smell?
- What are you hearing?
- What is being touched?
- What flavors come to mind?
Adopt ROCK STAR Concepts

Communication

Listen for the why and how of communication

3 minute video

Adopt ROCK STAR Concepts

Knowledge

INFORMATION + DATA = KNOWLEDGE
Adopt ROCK STAR Concepts

Solutions

Trust

Adopt ROCK STAR Concepts

Trust Pyramid

Un-Conditional

Cooperative

Conditional

Contractual
Adopt ROCK STAR Concepts

Anticipate

Responsibility

Excuses

Responsibility
INTERNALIZE
/ MAKE YOUR OWN

Managing Up
Internalize

in·ter·nal·ize
inˈtərnəlˌīz/

Verb

PSYCHOLOGY
make (attitudes or behavior) part of one’s nature by learning or unconscious assimilation.
## Managing Up

**Self Reflect**

<table>
<thead>
<tr>
<th>Managing Up Self Assessment</th>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>I have taken the time to “get to know” my manager.</td>
<td></td>
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<tr>
<td>I am aware of my manager’s expectations of me.</td>
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<tr>
<td>I have articulated my expectations of my manager.</td>
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<tr>
<td>I regularly communicate with my manager.</td>
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<td>I notify my manager of problems promptly and bring at least one solution idea.</td>
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<td>I trust my manager.</td>
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<td>I discuss disagreements with my manager as they arise.</td>
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<td>I understand my manager’s goals.</td>
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<tr>
<td>I am able to anticipate some of my manager’s needs.</td>
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<tr>
<td>I take responsibility and do not offer excuses.</td>
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</table>
Create a ROCK STAR
Be Aware, Understand, Adopt, Internalize

R - Relationship
O - Observation
C - Communication
K - Knowledge
S - Solutions
T - Trust
A - Anticipate
R - Responsibility

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