



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



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AWARENESS

/ IN THE KNOW

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



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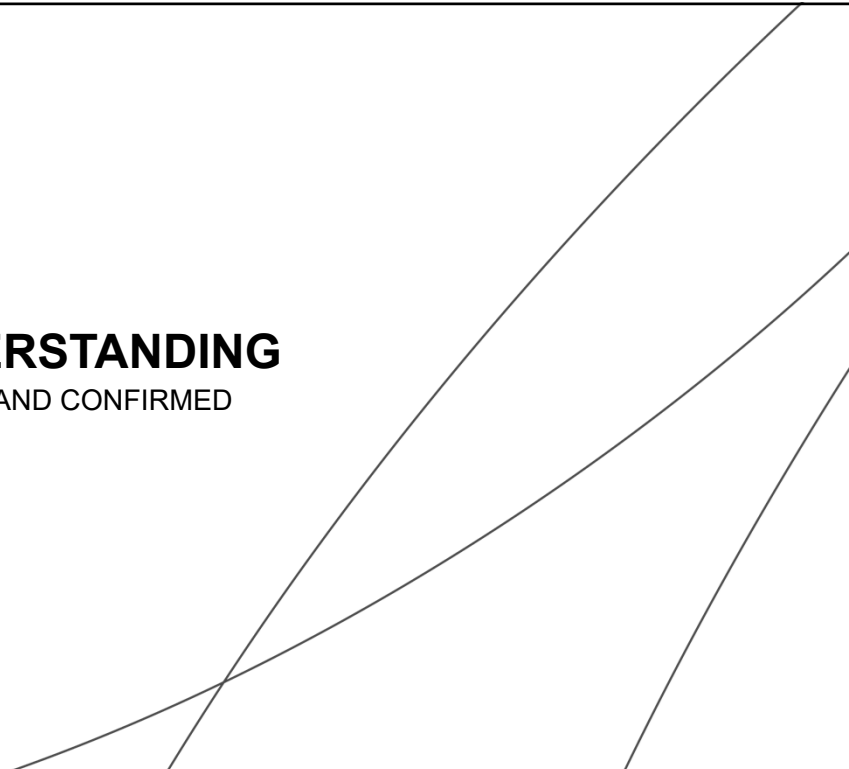
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UNDERSTANDING

/ CLEAR AND CONFIRMED



Create a ROCK STAR

Develop Understanding

Relationship
Observation
Communication
Knowledge



Solutions
Trust
Anticipate
Responsibility



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ADOPT

/ GAIN ABILITY



Adopt ROCK STAR Concepts

Relationship



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Adopt ROCK STAR Concepts

Observation



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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?



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Adopt ROCK STAR Concepts

Communication



Listen for the why and how of communication

3 minute video



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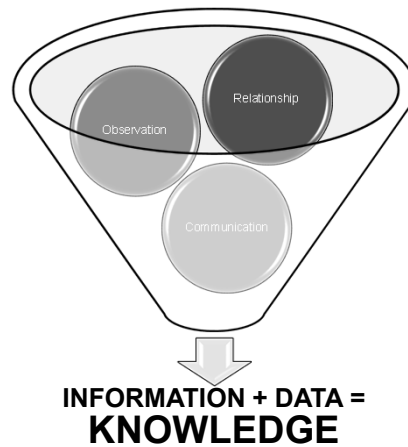
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Adopt ROCK STAR Concepts

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Adopt ROCK STAR Concepts

Solutions



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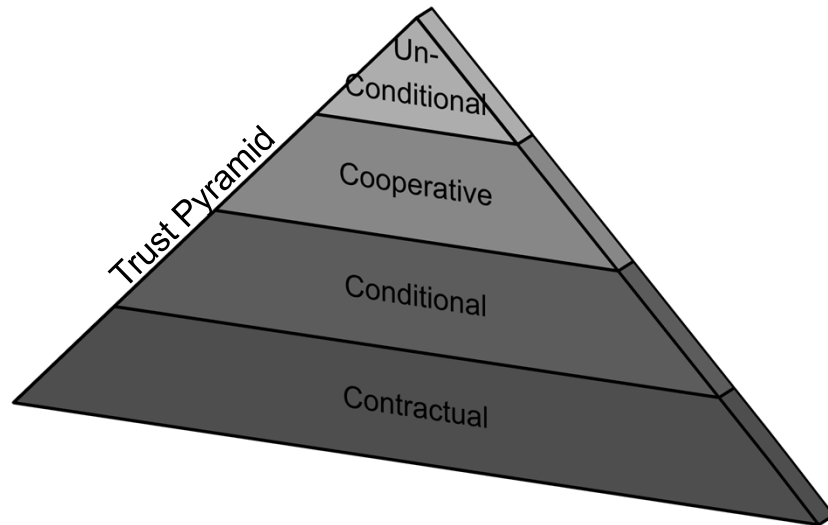
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Adopt ROCK STAR Concepts

Trust



"Sage to Artisan" by Stuart Wells



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Anticipate



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Adopt ROCK STAR Concepts

Responsibility

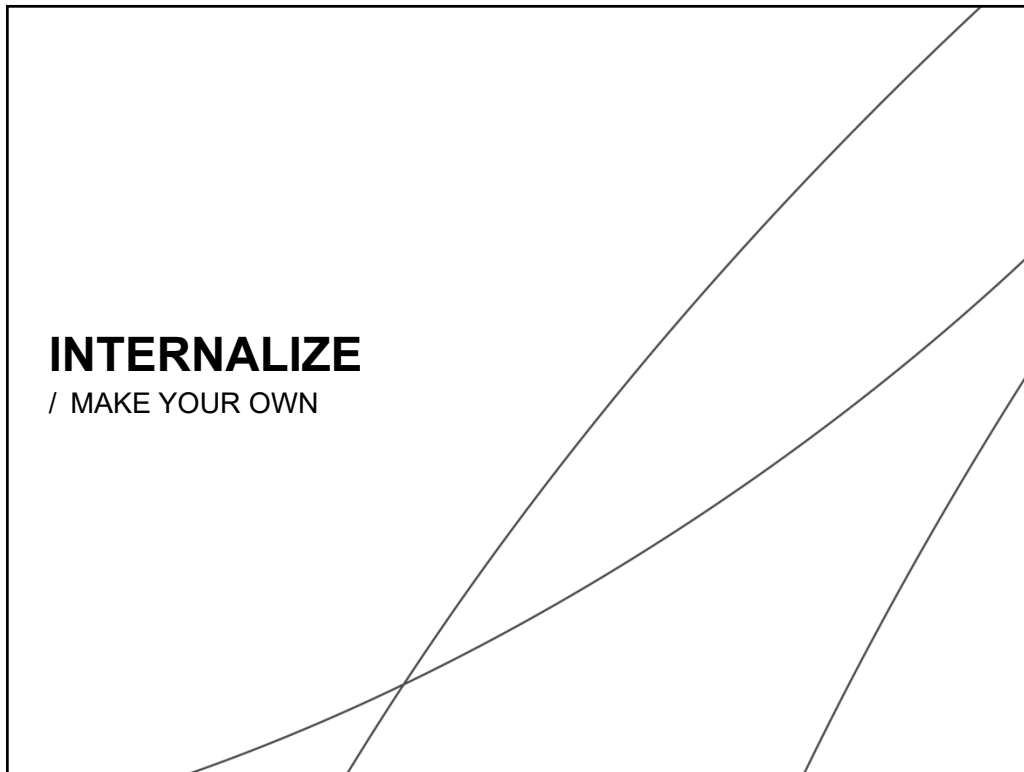


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Managing Up

Internalize

in·ter·nal·ize
in'tərnəl, īz/

Verb

PSYCHOLOGY

make (attitudes or behavior) part of one's nature by learning or unconscious assimilation.

what are other
words for
internalize?



interiorize, internalise,
interiorise, adopt, assimilate,
imbibe, personalize, embody,
incarnate, incorporate



Thesaurus.plus

SELF-REFLECT

/ DEVELOP NEXT STEPS

Managing Up

Self Reflect

Managing Up Self Assessment		
	YES	NO
I have taken the time to “get to know” my manager.		
I am aware of my manager’s expectations of me.		
I have articulated my expectations of my manager.		
I regularly communicate with my manager.		
I notify my manager of problems promptly and bring at least one solution idea.		
I trust my manager.		
I discuss disagreements with my manager as they arise.		
I understand my manager’s goals.		
I am able to anticipate some of my manager’s needs.		
I take responsibility and do not offer excuses.		

Create a ROCK STAR

Be Aware, Understand, Adopt, Internalize

Relationship
Observation
Communication
Knowledge



Solutions
Trust
Anticipate
Responsibility



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