

# Managing Up + Across

## Course Outline



### Learning Outcomes

On completion of this workshop, participants will be able to...

- Better understand the more senior people they work with, and identify and implement strategies to work more effectively with them
- Identify and apply different levers and tactics that will help persuade and influence others
- Analyse their personal network, and identify actions that will bring about their ideal network map for the next 12 months
- Identify and implement personal practical strategies to help overcome typical challenges experienced when leading peers



Pre-work – Participants to identify a current issue/s where they need to influence others over which they have no direct authority

### Workshop Outline

#### 1. Managing Upwards Relationships

- Typical challenges in these relationships
- What an effective relationship with your boss could look like
- Taking stock – understand your boss, and understanding yourself
- Developing a way to work more effectively together

#### 2. Improving your Communication and Influencing skills

- Factors making communication a challenge
- Exploring different influencing and persuasion techniques
- Applying different 'buy-in' levers
- Rational persuasion – the key steps and principles to consider
- Pulling it together - How to get your boss' / colleagues' attention

#### 3. Building Coalitions and Networks

- Exploring the benefits of networks and coalitions
- Map and analyse current network

#### 4. Leading Peers

- Leading peers – sharing experiences
- Reviewing proven strategies that assist in leading peers

#### 5. Next Steps

- Identifying actions to take back to work

**1**  
day