



Managing upwards

Bosses display a variety of core behaviours and, in order to work with them effectively, it is important to recognise those behaviours and adopt an assertive frame of mind. The Managing Upwards programme provides a framework to help people build strong and resonant communication based on an understanding of different communication styles.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

Getting to know your manager

- Consider your managers motivators and drivers to create alignment

Types of manager

- Management types and adapting your style to enable effective working

Understanding social styles

- Explore the assertiveness and responsiveness of your manager
- Consider your own social style and the impact on managing upwards

Challenging Respectfully

- Tips and techniques for challenging your manager whilst acknowledging their expertise

Participants will learn to...

- Understand the core requirements for understanding your manager
- Identify types of manager behaviours and adapt different techniques and approaches as necessary
- Recognise core behaviours using the Social Styles Model
- Adapt communication style
- Understand how to communicate assertively to achieve a win-win situation



“The trainer was really nice and engaging, it was great that the whole team was involved in answering questions and completing tasks.”