



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Managing Upward (First Edition)

Course Number: AXO84–119

Days: Self–study

Description: An excellent guide if you're wishing to position yourself for upward professional mobility. This book introduces techniques for developing positive working relationships with those above you in the organization. It's not easy to "manage your boss," but the tips provided will help you handle and offer both praise and criticism.

Topic-Level Outline

Section 1: Introduction

- What Is a Boss?
- Why Are You Reading This Book?
- Defining the Partnership and How It Can Work Better
- Think About Your Situation
- Clarify Your Relationship

Section 2: Focusing on the Big Picture

- Where Do I Start?
- Other Ways to Find Out Your Boss' Priorities
- Blend Goals
- Blocks to Goal Achievement
- Overcoming Blocks

Section 3: Communicate with Impact

- What Is Effective Communication?
- Communication Gaps
- How Well Do You Comprehend or Listen?

Section 4: Talk's Not Cheap: Building Bridges Via Meetings

- Let's Talk!
- Before You Jump In

- Getting Started
- Getting Action from Bi-Weekly Meetings
- The High Cost of Meetings
- If Your Boss Is the Meeting Leader

Section 5: Confronting with Compassion

- How Can You Critique Your Manager?
- Five S's of Providing Unsolicited Feedback
- Select Your Timing
- Secure the Boss' Permission
- Share Specifics
- Show Team Benefits
- Summarize Your Agreement

Section 6: How to Read Your Boss

- Reading Your Boss
- The Stop Sign

Section 7: The Care and Feeding of a Boss

- Six Ways to Become a Star
- Successful Employee Actions
- Praising Upward
- Things Bosses Don't Want

Section 8: Managing Time Management Monsters

- Productivity Principles
- How to Manage the Monsters
- Interruptions
- Changing Priorities
- Coping with Multiple Bosses
- Lack of Information
- Unavailable Boss
- Disorganized Boss

Section 9: Coping with Dreadful Bosses

- All Bosses Are Not Created Equal
- Intolerable Boss Behavior
- What Can You Do?
- Risk to Action Steps Diagram
- Good Guy/Bad Guy
- The Bottleneck Boss

Section 10: Chutes or Ladders

- Assess Yourself
- Evaluating Your Score sheet
- How to Achieve Good Performance Evaluations

Section 11: The Final Episode

- About the Authors

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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