Arabian Institute For Training

Managing Up, Down and Across for Better Results

Why Attend

- New managers and supervisors face many challenges when they assume their new roles. As a function, management is evolving with changing times, and this means guidance and skill updates are regularly needed. Today's managers and supervisors are regularly challenged on many fronts, upward, downward and across, particularly when it comes to business relationships, complexities and expectations. Statistically speaking, many find the transition to managerial roles to be rocky and fraught with disappointments. This course gives new managers and supervisors a great foundation to succeed in their new roles and deliver the desired performance and results they themselves expected when they said "yes" to the new post.

Course Methodology

- This course uses business cases extensively through which participants will role-play real-life business situations. The majority of cases will provide recommended approaches. Self-assessments will also be used and they are an important aspect of understanding one's personal stance toward things. This will provide participants with the opportunity to develop action plans towards desired behaviors. Throughout the course, participants will also get the opportunity to discuss the importance of influencing and managing conflicts and coming out with positive outcomes.

Course Objectives

By the end of the course, participants will be able to:

- Acquire a better understanding of themselves (strengths, weaknesses, and attitude)
- Build healthy working relationships with their direct managers
- Manage and develop their direct employees more effectively
- Develop professional relationships with their peers and influence them the right way
- Understand culture and become a positive influencer within the organization

Target Audience

- This course serves new managers and supervisors from all industries, especially those who are keen to get a solid start in management. It is also suitable for those who have made their managerial debut, but have not come to grips yet with their new managerial role, and would therefore like to fine-tune their performance and management mindset.

Target Competencies

- Self-management
- Goal setting
- Influencing
- Task assignment and management
- Managing conflict
- Communicating
- Motivating
- Dealing with different organizational levels

Managing yourself - Understanding your new role

- Creating self-awareness
- Understanding your new job
- What are your strengths and weaknesses
- How do I measure my performance
- Goal-oriented performance
- How do I measure my contributions
- Adding value
- Staying motivated, staying focused
- Balancing internal and external motivators

Managing up – Working with your manager

- A review of the boss-subordinate relationship
- Understanding your manager
- Deciphering your boss's management style
- What your manager expects from you
- Developing and managing the relationship
- The relationship checklist
- Dos and Don'ts when managing up

Managing down – Working with your employee

- The selection process
- Your role in the talent search cycle
- Knowing your staff
- Setting expectations
- Motivating for great performance
- An insight into employee recognition
- Development and retention – the unmistakable message of a people's manager

Managing across – Working with your peers

- Knowing your peers
- Identifying centers of powers and influence
- The need to influence and persuade
- The importance of making allies
- Being an effective member of your manager's team
- The all season player
- Communicate, cooperate and collaborate
- Dealing with disagreements
- Managing across departments and divisions

Managing within – Working with your culture and organization

- Understanding your company's culture
- Dealing with workplace politics
- Connecting and strengthening your network
- Focusing on the good of the company
- When to share information and when to hold back
- Bringing out the best in you
- The personal action plan

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