



Communicating Up — Working With A Difficult Manager Workshop

GOAL: The goal of this 4-hour workshop is to provide the tools necessary to align the individual with the communication requirements of his or her manager.

BENEFITS OF COMMUNICATION TRAINING:

- Understanding the importance of framing all communication with managers in terms of their self-interest
- Effective meeting preparation
- How to link objectives with facts to support plans and goals
- How to move conversations toward agreement
- Frame questions that focus on benefits to be gained when the objective is reached

HOW THE PROGRAM WORKS: Through instruction, the trainer will focus on preparation and clear commitments to help even experienced managers build a more effective process for communicating and collaborating within the organizational hierarchy.

PROGRAM OUTLINE:

- Effective communication two-way process
- Communication up exercise
- Delivering bad news to your manager
- Communicating your group's accomplishments
- Dealing with a difficult manager
- Communicating effectively with difficult managers
- Action planning

METHODOLOGY: Training sessions are comprised of lecture, written exercises, large and small group discussions, skills practice, PowerPoint and video presentations. Workshop materials include participant guide.