

MANAGEMENT DEVELOPMENT WORKSHOPS

Managing Up

How to Get the Best from Your Relationship with Your Boss

In our leadership training for managers we show how to shift accountability to your employee for meeting job performance standards and the completing tasks satisfactorily and on-time. Participants practice these skills in simulated performance-related conversations with an employee.

Managers in these courses have often said to us, "You are teaching us how to hold our employees accountable for their performance. If only our employees would step forward and accept that personal accountability. Do you have a workshop for them?"

Managing Up is exactly the course managers have been requesting for their people. It presents to staff, the flip side of what we teach managers. Here we show employees how to take on accountability for their own job performance and career development.

This workshop challenges your individual contributors: If they want to get ahead or just have a good experience in their current job—they must start treating their boss and others in management as their "customers."

We show your employees how this calls for a shift in their mind-set. We discuss the courage it takes to make and keep commitments and to speak their mind. Participants are given ample opportunity for reflection to identify:

- What their responsibility is for their own job satisfaction and performance
- Their manager's situation—what they imagine he or she is facing
- What they want from their job and to how willing they are to get it
- What they think their current "brand image" is in the organization
- One current work goal and how they can progress to achieving it

POINTS REGARDING THIS PROGRAM...

- Target audience is primarily non-supervisory staff and individual contributors. It is also very suitable, by the way, for supervisors and managers in their other role...as employees.
- A great training strategy is to first put your managers through our leadership development program and then cycle your entire staff through Managing Up.
- This course has plenty of participant involvement, including small group discussions, personal reflection and application activities.

"The training program was very well received by all of the participants and delivered great value to the managers. Staff spoke for weeks after the session about what they learned and many later shared stories about how they successfully used the new techniques in their daily work."

Ann Clancy, CJRP, Director National Volunteer Resource Management, The Canadian Red Cross Society



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MANAGING UP (CONT.)

- We have integrated two excellent videos into the program: Courageous Followers, Courageous Leaders and Accountability that Works.

WHAT PARTICIPANTS WILL LEARN...

- How to build your relationship with your manager
- Understanding your manager's style, pressures, goals, priorities and preferred way of interacting
- Personal success requires an "accountability" (vs. blaming) mind-set
- How to exhibit leadership from your level
- Determining what you really want from your work (i.e. your current motivators)
- How to express your ideas and needs clearly and assertively
- Soliciting feedback to increase your effectiveness, credibility and career potential
- How to manage your own job performance and work objectives
- How to be a partner in the Performance Management Process



"In our follow-on evaluations of the course content, your presentations consistently surface as memorable and useful training even twelve months after the course."

James V. Pritchert, Education Service Representative, VA Learning University

SAMPLE OF OVER 250 CLIENTS SERVED:

American Institute of Certified Public Accounts
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Bell Canada)
Burger King
California Institute of Mental Health
Carfax
Caribbean Tourism Organization
City of Toronto
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The Federal Judicial Center
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Honeywell
Hunton & Williams (law firm)
Lockheed-Martin
National Association of Convenience Stores
North York Branson Hospital
Royal Bank of Canada
Sunkist Growers
Zurich Insurance

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS GET GREATER RESULTS BY LEVERAGING THE TALENTS OF THEIR SENIOR LEADERS, MANAGERS, AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



IAN COOK IS A SEASONED PRESENTER, GROUP FACILITATOR AND LEADERSHIP COACH.

His leadership training and coaching addresses the so-called *outer game* of leaders' behaviors, decisions, and competencies as well as their *inner game* of assumptions, beliefs, and ingrained thought patterns that ultimately determine their success.

He is the author of: ***Would They Call You Their Best Boss Ever? Practical Tips and Insights for the Successful Manager***

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.



UNITED STATES
1711 Pine Valley Drive
Vienna, VA 22182-2339
Phone: 703-255-4605

CANADA
14 Shand Avenue
Toronto, Ontario, M8X 1T5
Phone: 888-385-2786

Toll Free: 1-888-FULCRUM (385-2786)

www.888Fulcrum.com