Communicating Up

In terms of technology, the communication process has never been easier or better. The world is linked electronically for instant access.

Yet communication—direct communications between people—is still a major problem facing team leaders and probably always will be.

Impact

Managers and team leaders will be able to:

Understand the importance of framing all communication with your manager in terms of his/her self-interest.

Enter meetings with your manager armed with a well thought out and clearly stated objective.

Clearly link your objective with facts that support your plans and goals.

Work with your manager to uncover any questions or reservations he/she may have concerning your message.

Move conversations toward agreement with questions that focus on benefits to be gained when your objective is reached.

Clearly and concisely restate the decision that results from communicating with your manager and ensure this decision is mutually understood.

Communicating Up focuses on the upward communication important to productivity and performance.

Although important, this area is not one many people work to refine. Fortunately, you already have some of the skills to do so; they are the same ones used to communicate with team members. Now, you must apply them to your manager.

To communicate effectively with your manager, you have to understand your manager's style and environment. Some prefer brief overviews, while others demand detail. Some want written information; others want verbal briefings. Since you cannot change your manager, you must learn to adapt your own style to fit his or her style.

You also need to follow certain guidelines to communicate well. One key is to alert the manager of any problems or opportunities as soon as possible. Another is to take full responsibility to make sure that communication takes place.

Additionally, you must remember today's work environment. Chances are your manager is busier than ever and more in need of good advice and information. It's your job to help your manager make good decisions through your good communication skills.

Communication is still not enough. In fact, if you listen and do nothing, the situation may get even worse. Instead, you need to proactively deal with the issue and solve the problem, if possible.

Who In Your Organization Will Benefit?
Leaders, managers and supervisors at all levels of the organization.

Description

Participants learn specific skills needed to ensure effective upward communications. They learn they must accept the responsibility for the quality and effectiveness of upward communications, the importance of proactivity, the need to carefully target the message in a manner consistent with their manager's behavioral style, and the importance of meeting their manager's needs. Managers and team leaders will learn how to frame communication so that a desired result is achieved.

Course Length and Format

Communicating Up is an interactive, 4-hour group workshop designed for 6-15 participants. The workshop includes:
- Video presentations of case studies.
- Group discussions that open opportunities to exchange views, experiences, and ideas.
- Exercises to develop and transfer skills.
- Extensive practice and role-plays.
- Immediate feedback and critique of the team leader's use of the skills and techniques taught in the workshop

This module assumes the participants have already taken and acquired the skills in the Essential Skills of Leadership and the Essential Skills of Communicating.

.Course Materials

Facilitator Guide
- *Contains complete instructions on how to facilitate the workshop.*
- *It includes explanatory text for the trainer, sample trainer narrative, transcripts of visual segments, and annotation notes.*

Participant Workbook
- *Contains pre-workshop cognitive exercises, forms for workshop activities, skill practice aids, and a video synopsis.*
- *A section to help participants transfer skills back to the workplace includes a skill application plan, a troubleshooting guide, and a general review.*

Video component – VHS or DVD
- *Contains an introductory segment and a traditional behavior scenario, followed by a behavior model.*

Self-Assessment Profile
- *Facilitates the transfer of learned skills to the workplace.*

Memory Jogger Card
- *Provides a handy, succinct reminder of each module's skill points.*
- *This card is to be handed out at the end of each workshop, so participants can use it on the job as a reminder of the skill points they have learned.*

About our Publisher

Vital Learning's award winning programs have successfully helped organizations develop leaders, managers and supervisors for over 20 years. The Vital Learning Leadership Series offers the most comprehensive and practical curriculum for building the management skill set required by 21st century managers.

Our customers tell us that this training really works because it enables the changes in management behavior that drive improved business results. We can help you take the first step toward creating successful managers and more productive and profitable teams.

About Professional Development Associates

Professional Development Associates has consultants, facilitators and trainers throughout the country to meet your needs, most with more than 20 years of experience in delivering high-quality training and providng a full range of professional OD/training services.

We have built our business by ensuring our clients receive the best value…the elusive "Best Bang for the Buck" services and products avail able…period. Our trainers make the programs come alive…and we can help your trainers do the same thing. We provide you with world-class materials or training or trainers (or all three) which will maximize measurable changes in behavior. And we "walk the talk" with superb customer service.