

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 asking for! It mirrors, for your staff, the flip side of what we teach your managers. Here we train 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 even 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 job satisfaction and performance
- Their manager's situation—what they imagine he or she is facing
- What they want from their job and to what extent they are still getting 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 CLIENTS SERVED:

- AGF Funds Inc.
- Bank of Nova Scotia
- BEP International (reinsurance brokers)
- Canadian Imperial Bank of Commerce
- Capital One Financial Corporation
- Citigroup
- Credit Suisse Canada
- Credit Union Central of Ontario
- Deloitte & Touche
- Fannie Mae
- First City Trust
- MBNA America Bank
- North American Life Assurance Company
- Platt's (Standard & Poor's)
- The Prudential Insurance Company of America
- The Royal Bank of Canada
- The Universal Group of Funds
- Visa Canada Association
- William M. Mercer Limited

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS LEVERAGE THE TALENTS OF THEIR 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 IS AN EXPERIENCED PRESENTER, GROUP FACILITATOR AND EXECUTIVE COACH.

Through his keynote presentations, highly interactive workshops, and custom-designed team-building practice, he helps his clients leverage their investment in their managers and teams.

He works primarily with managers, mid-level to executive. His programs introduce cutting-edge skills and concepts around transforming managers and supervisors into leaders and fostering superior team performance

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
250 The East Mall, #1232
Toronto, Ontario, M9B 6L3
Phone: 888-385-2786

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

www.888Fulcrum.com