

Managing relationships *with direct reports & peers*

MANY EMPLOYEES AND MANAGERS OFTEN FEEL THEY ARE THE MEAT BETWEEN THE SANDWICH. IT IS A JUGGLING ACT BEING IN THE MIDDLE WHEN BOTH YOUR DIRECT REPORTS AND PEERS OFTEN WANT DIFFERENT OUTCOMES. THIS PROGRAM WILL HELP YOU BE MORE COMFORTABLE AND VALUABLE IN YOUR ROLE.

Plan of action

Often people who perceive they are in the middle of opposing views get frustrated. They don't realise that everyone is often in between opposing views. A prime example is your CEO. If you think a CEO is not stuck in the middle you are completely wrong. CEO's spend their careers managing various expectations and get a fair amount of dissatisfaction from angry stakeholders. Consider a school principal. School Principals walk a tightrope between employee expectations, legislative requirements and a child's wellbeing every day.

This program helps participants manage the relationship with their manager and the relationship with their direct reports simultaneously.

How do you currently manage relationships with peers and direct reports? Do you agree or disagree with the following statements.

1. Delegated and allocated tasks are delivered seamlessly.
2. I feel comfortable with my relationship with my boss and my reports.
3. I understand the need for opposing wants and needs.
4. I believe I juggle tasks well and meet critical deadlines.
5. I provide the required information to complete the task.
6. I have a trusted relationship with my peers and reports.
7. I do not feel any resentment towards my peers or my direct reports.
8. I can build rapport even with diametrically opposed stakeholders.
9. I search for win/win outcomes even when it seems impossible.
10. I monitor the progress of projects and give upward and downward feedback.
11. I rely on customer feedback to feed forward information to reports and peers.
12. I am very approachable by reports and peers.
13. I actively engage my peers and reports.
14. I encourage a culture of open honest and courageous feedback.



Did you know . . .

People who are good at managing relationships generally score "YES" to 10 of these questions.

If you scored less, you should think about learning how to improve managing your relationships.



If you disagreed to question #7 then it is vital for your emotional and career success to improve the current relationship with your reports, your boss or both.



Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Use emotional intelligence to build vertical internal relationships
- Understand different motivations and roles
- Understand the impact of Senge circles on peers and reports
- Leverage moments of truth to build trust
- Identify the different hats stakeholders wear
- Build a culture that welcomes courageous conversations
- Feel comfortable with your relationship with your boss and reports
- Learn to have a positive workplace demeanour
- Feel comfortable directing and disciplining reports
- Change mundane tasks into a challenge
- Focus on mutual value add and oppose negative behaviours
- Remove resentment from your relationships
- Discover the roles you play and the roles vertical relationships perceive you have
- Massage relationships for optimal outcomes
- Feel comfortable in the middle of conflict
- Build value streams
- Set high expectations and reward individual and team performance
- Cultivate the positive outcomes of working in the middle

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size** 4 - 12 participants.
- **Venue** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration** This program can be modified to suit your time requirements.
- **Cost** Price on request.
- **Target Audience** Supervisors, Team Leaders and Management.

If you would like more information on this training program, please contact:

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www.preftrain.com