Five key strategies for building effective working relationships with managers

With Molly Beran
Cliché, or Truth?
Benefits of Managing Up

- More Fun
- More Support
- Better Work Atmosphere
- More Opportunities
Personal Experience
How to Manage Up: 5 “Magic” Strategies

- Respond
- Close Loops
- Send Status Reports
- Keep Your Commitments
- Dedicate Yourself to Their Success
Strategy #1: Respond
Respond

- Responses can be EASY:
  - Light-Touch: “I see this, and I’ll get back to you soon.”
  - Higher-Touch: “Got it. I will look into it and give you an update by ___________________.”

  List date/time here

**PRO TIP:**
It counts as a response even if you don’t have an answer yet.
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Importance You Assign
[The person/request]

Time it takes you to respond

High

Low

1 min

1 week

Ideal Leadership Interaction Zone*

*Sometimes, ideal state can’t happen... That’s OK—aim to respond quickly most of the time, and your boss will notice
Strategy #2: Close Loops
Closing Loops

I haven't forgot... I just can't remember.

winnie the pooh
Closing Loops
Closing Loops

- Request Made
- Request Completed

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Closing Loops

PRO TIP: Ask your boss what level of loop-closing they prefer (only big stuff vs. everything)
Strategy #3: Status Reports
Send Status Reports

- What You’ve Done
- Your Current Status
- Where You’re Going
Send Status Reports

What I’ve Completed This Week
- Submitted final draft of website copy
- Started first draft of flyer for corporate event

What I’m Doing Now
- Several meetings with the design team to confirm scope of project for Q1.
- NEED HELP: Need support setting a deadline for the development team (can you talk to their manager and request all dev complete by next week Friday?)

Looking Ahead
- Website launch scheduled for week from Friday
- PTO end of the month

Weekly Status Report
Name: Your Name Here
Date: 12/27/2021

Work Completed This Period
- I created 10 draft templates created and sent to the team for review. Their review is due Friday (1/15).
- I participated in 3 interviews for our project management candidate and sent feedback to HR.

Current Status
Overall, I am: [space for commentary/updates]

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Status</th>
<th>Notes/Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Teams Reorganization</td>
<td></td>
<td>Sam was three days late getting templates from our graphic designer. This will cause a delay in your reorganization, and we won’t be able to present to the team this week. We can schedule for next week, though.</td>
</tr>
<tr>
<td>Website Redesign</td>
<td></td>
<td>User testing was completed last week along with our initial marketing blast. We are ready for go-live on Tuesday.</td>
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Looking Ahead

<table>
<thead>
<tr>
<th>Week of</th>
<th>Task Description</th>
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<tbody>
<tr>
<td>1/3/2022</td>
<td>Tuesday: Website Launch!</td>
</tr>
<tr>
<td>1/10/2022</td>
<td>Wednesday: Consultant coming to the office for a process session with the team.</td>
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<tr>
<td>1/17/2022</td>
<td>Deadline - all materials finalized for MS Teams site</td>
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<tr>
<td>1/24/2022</td>
<td></td>
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</tbody>
</table>

PRO TIP: Send prior to 1:1 meeting
Strategy #4: Keep Your Commitments
Keep Your Commitments

- **Biggest insecurity for leaders**: When something they are relying upon doesn’t happen, and they DON’T know about it
Strategy #5: Dedicate Yourself to Their Success
Dedicate Yourself to Their Success

Wait, What?
Dedicate Yourself to Their Success: Strategies

- **Ask routinely if there is anything you can do to help them**
  - “How can I support you this week?” is a great place to start
  - “Is there anything I can take off your plate?”

- **Volunteer!**
  - Leaders LOVE not having to convince people to do things
  - The more you volunteer for things, the more likely your boss will remember you for opportunities
Dedicate Yourself to Their Success: Strategies

# of Times You Volunteer For Things

# of Times Your Boss Will Think Of You For Opportunities
Dedicate Yourself to Their Success: Strategies

- **Share Solutions Whenever Possible**
  - Raising problems & issues is a great way for you to help your leaders gather intel on what’s working and what’s not working.
  - Bringing ideas for how to solve those problems is **EVEN BETTER**, as it shows you have initiative, creativity, and a desire to help.

- **Engage!**
  - Jump in fully to every opportunity you are provided
  - Demonstrate that you want to make a contribution and are passionate about the work you do
Making Magic: A Summary
The Life-Changing Magic of Managing Up

- Respond
- Close Loops
- Send Status Reports
- Keep Your Commitments
- Dedicate Yourself to Their Success

The Life-Changing Magic of Managing Up
About the Speaker

Molly Beran is a PMP®-certified project manager with over 20 years’ experience managing projects for clients including Kaiser Permanente, Rush University Medical Center, the Ann & Robert H. Lurie Children’s Hospital of Chicago and Cerberus Capital Management. Blending her corporate training background with her experience in project management, Molly teaches project management workshops and PMP-preparation courses with the Institute for Leadership Excellence and Development, and coaches individuals and teams on project management, time management and priority management skills through her firm, Projects By Molly, LLC.

Molly also speaks at conferences and leads workshops in the US and internationally. Her topics include leadership, project management, performance management and social-emotional intelligence.

Let’s Connect!

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