

# TIPS FOR MANAGING UP

**1. ANTICIPATE PROBLEMS:** Often you can see that something that is about to happen [or which should have happened already] is going to cause problems for you and your manager. At the same time, there's not much fun in being the bearer of bad news....or being the messenger that gets shot.

Choose a neutral way of stating the difficulty and try to suggest options for handling the situation: "It looks as if...There could be several ways to deal with..."

**2. DO NOT OVERCOMMIT:** It is hard to say NO to impossible deadlines or workloads. But this is a lose/lose situation as your manager will be disappointed and you will be stressed. It is better to ask what other priorities can be set aside for now or to suggest practical alternative options.

**3. VARY YOUR COMMUNICATION:** You don't want your manager to get the feeling that you only come to talk about problems. Make sure you weave in some good news, no matter that it might be relatively trivial. Try to make your communication a balance of problems, solutions and achievements.

**4. IDENTIFY COMPATIBLE WORK STYLES:** A good working relationship accommodates differences in work styles, and tries to draw on each other's strengths and compensate for each other's weaknesses.

## **5. MAKE GOOD USE OF YOUR PREVIOUS WORK**

**EXPERIENCES:** This means you can make changes or suggestions that you know will work: BUT avoid the deadly sin of saying "we always used to do it this way...OR....so and so always did it that way..."