



Welcome to

Managing Up: Navigating the VISTA-Supervisor Relationship



Today's Speaker



Calvin Landrum

Training Coordinator
AmeriCorps VISTA

CNCS



Signe Bishop

Oregon Health &
Science University

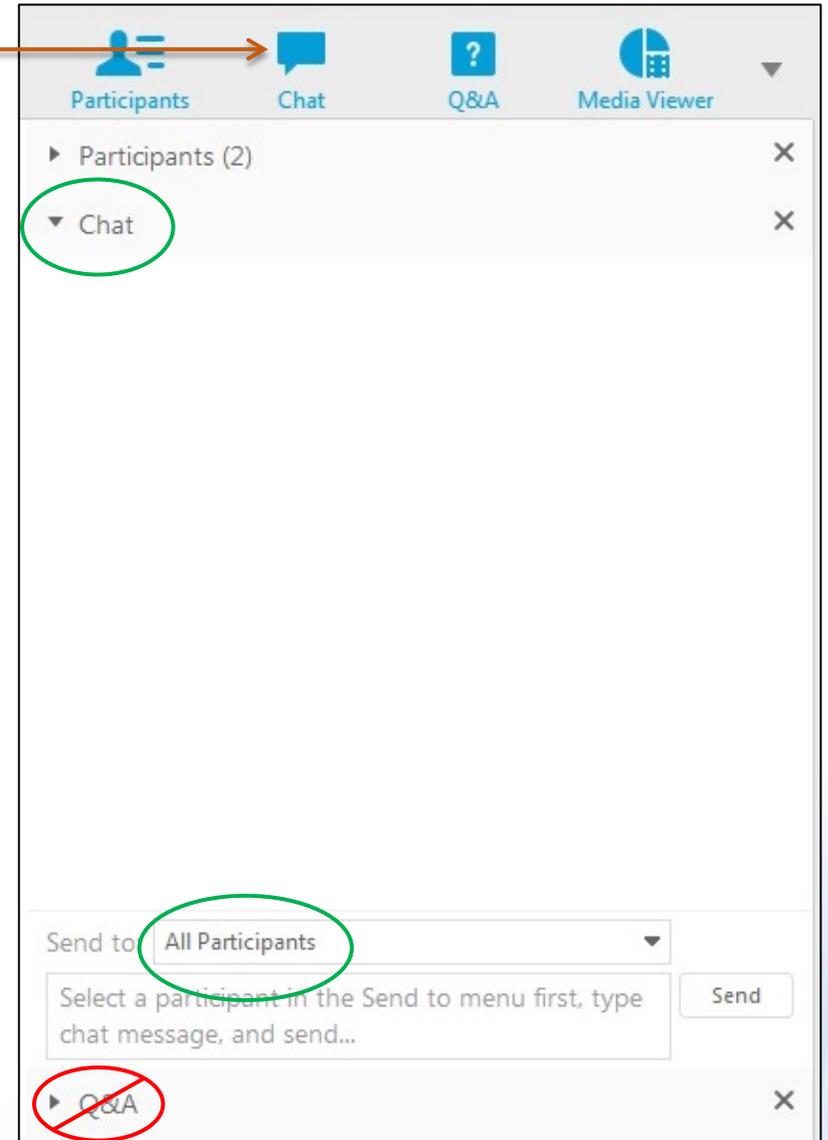
Today's Agenda

- Define “Managing Up”
- Identify methods for building successful, professional relationships
- Develop strategies to communicate your needs in a clear and specific way
- Identify VISTA resources to support your workplace challenges

Chat Question

- What comes to mind when you hear the term 'managing up'?

Click this button if you don't see the chat panel.



What is “Managing Up”?

“This is not political maneuvering or ‘kissing up.’ Rather, it is a deliberate effort to bring understanding and cooperation to a relationship between individuals who often have different perspectives.”

- Drs. Thomas Zuber & Erika James



Managing Up Myth Busters

Managing up is telling my supervisor how to do their job.



■ Reality Check:



- Communicating, asking questions, and clarifying expectations is essential to a productive work relationship
- Creating a shared understanding of projects and vision ensures that you are able to meet your supervisor's expectations
- Two brains are better than one

It's my supervisor's job to manage so I don't have to.



■ **Reality Check:**



- Supervisors are rarely taught how to lead
- Personal leadership is important

I could never manage my supervisor!



■ Reality Check:



- Your supervisor cannot read your mind
- Managing is easier if people communicate their needs
- Managers struggle too

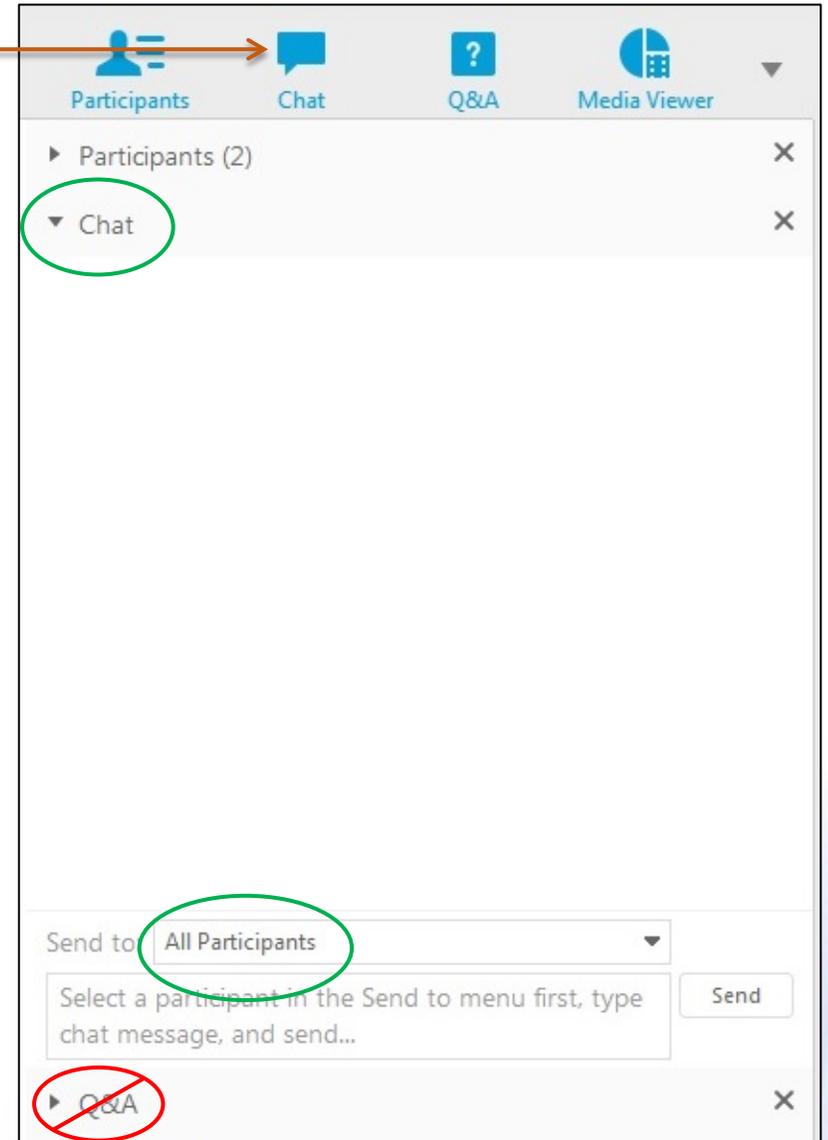


Addressing Common Challenges

Chat Question

- What managing up challenges are you experiencing?

Click this button if you don't see the chat panel.



My supervisor is scary!



- Check your assumptions

My supervisor is scary!



- Avoid supervisor's hot buttons

My supervisor is scary!



- Ask for feedback

My supervisor is super busy and doesn't have time for me.



- Prioritize your needs
- Solicit clear expectations

My supervisor is super busy and doesn't have time for me.



- Provide solutions not problems
- Avoid surprises
- Match your communication method to their preference



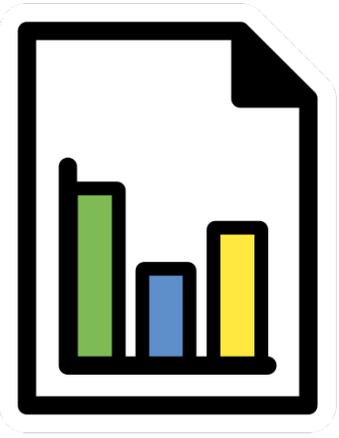
My supervisor uses the “no news is good news” approach.

- Catch their attention during in-between times
- Prioritize and ask for feedback on specific issues
- Ask your supervisor about her/himself

I have 12 supervisors!



- Communicate, document, and follow up
- Copy all supervisors on email communication
- Take detailed meeting notes and send them out to all
- Ask your supervisors to talk to each other



Poll Question

- Do you have regular 1:1s with your direct supervisor?
 - Yes
 - We meet, but not regularly
 - I rarely meet with my supervisor
 - I never meet with my supervisor
 - What's a 1:1 meeting?

1:1 Meeting Best Practices

- 30 minutes, once a week
- Regularly scheduled
- Rarely missed



[https://www.manager-tools.com/docs/Manager-Tools One on One Word doc](https://www.manager-tools.com/docs/Manager-Tools%20One%20on%20One%20Word%20doc)

10-10-10 Approach

10 min

- For the team member

10 min

- For the supervisor

10 min

- For career/growth/development

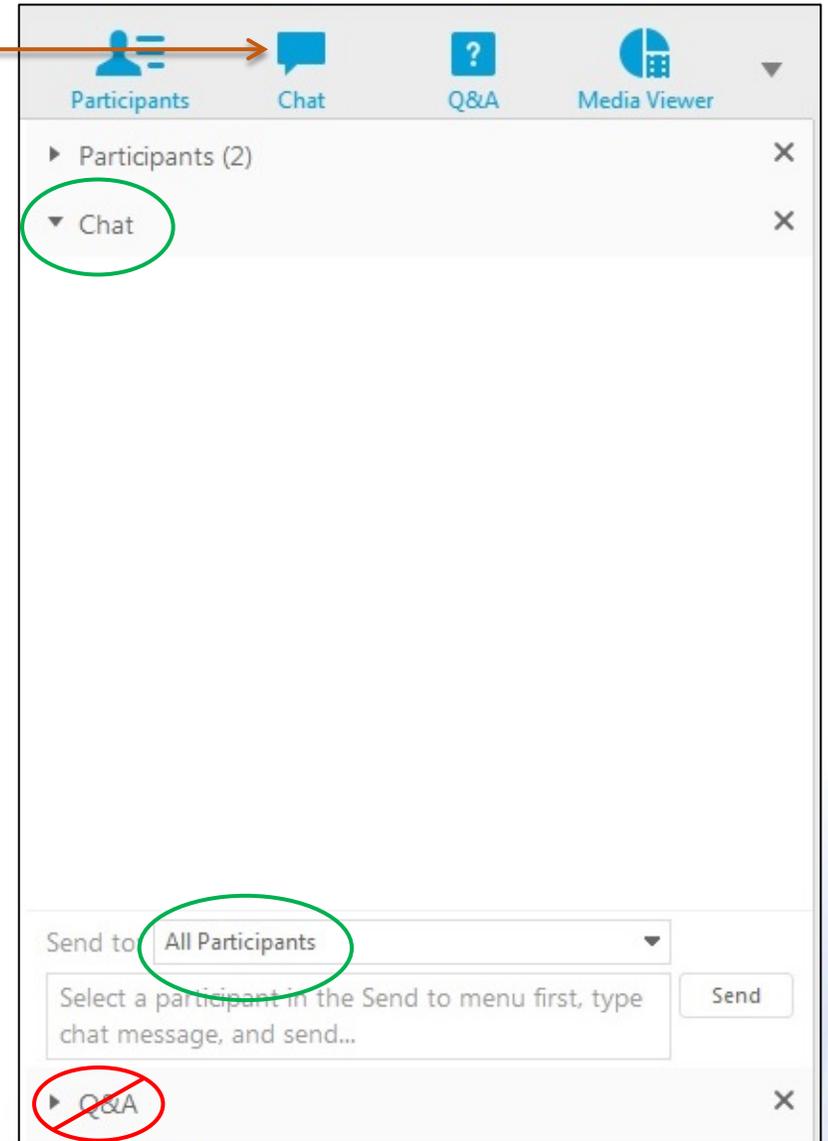
Relationship-Building Questions

- What is your preferred mode of communication?
- What are your expectations of this project?
- What can I handle on my own and what needs your approval?
- How often would you like status updates on this project?
- What are your top priorities for this project?

Chat Question

- Can you think of any other relationship building questions?
- What types of relationship-building questions have you used?

Click this button if you don't see the chat panel.





Getting Support

Support for Challenging Situations



- Co-Workers at your site
- Your supervisor's supervisor

Support for Challenging Situations



- VISTA Leader
- State Office
- Other VISTAs

Next Steps Ideas

- Compose a few relationship-building questions for your supervisor
- Set up a 1:1 meeting
- Check out the 1:1 tool and try to implement the 10-10-10 meeting model
- Research managing up strategies to find what works for you

Chat Question

- What's one thing from today's presentation that you want to put into practice?

Click this button if you don't see the chat panel.

The screenshot shows a meeting interface with a top navigation bar containing icons for Participants, Chat, Q&A, and Media Viewer. Below the navigation bar, the 'Participants (2)' panel is expanded, and the 'Chat' panel is also expanded, indicated by a green circle. The 'Send to' dropdown menu is set to 'All Participants' and is also circled in green. The 'Q&A' panel is collapsed and circled in red. An arrow points from the text 'Click this button if you don't see the chat panel.' to the 'Chat' button in the navigation bar.

Managing Up & VISTA Resources

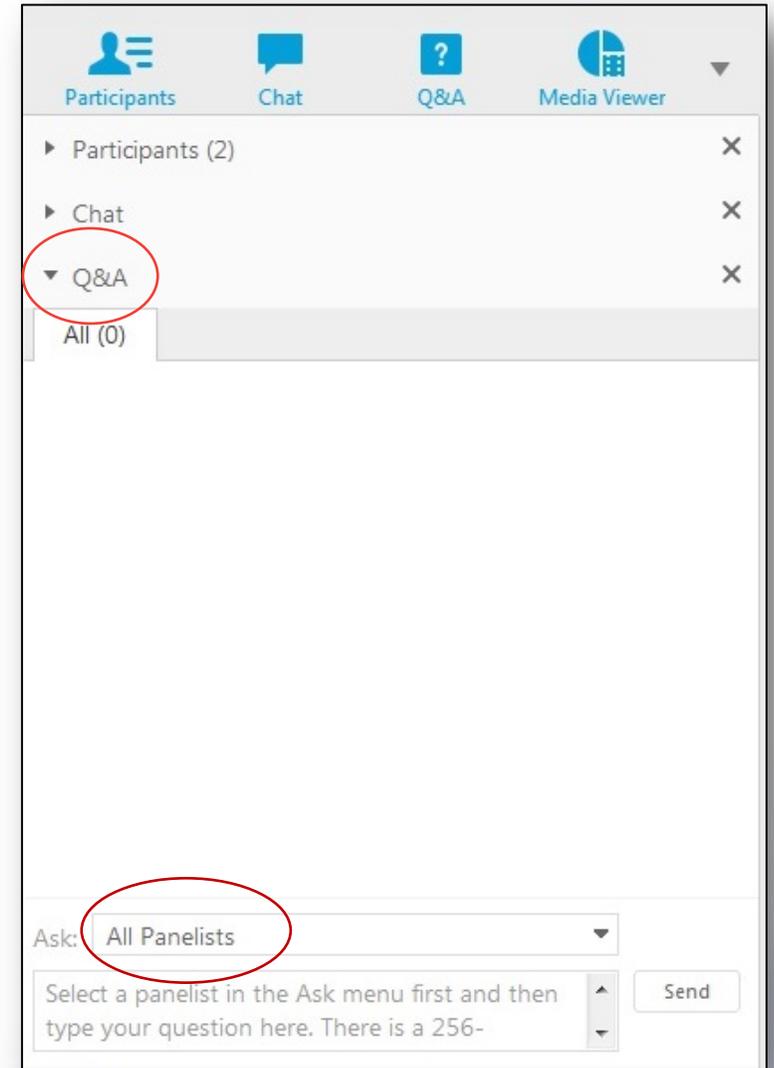
- “The Art of Managing Up”
 - <http://uthscsa.edu/gme/documents/TheArtofManagingUp.pdf>
- “Managing Your Boss”
 - <http://www.aafp.org/fpm/2001/0600/p33.html>
- “Get to Know Your Boss’s Boss”
 - <https://hbr.org/2011/11/get-to-know-your-bosss-boss>
- 1:1 meeting template & 1:1 podcasts
 - <https://www.manager-tools.com/>
- AmeriCorps*VISTA Resources

Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

Questions ?

- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



Thank You for Your Participation!

If you have further questions or for more information, contact us: VISTAwebinars@cns.gov

Our next webinar:

Translating VISTA Service to Your Resume and Career

June 9, 2016

2:00pm Eastern

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