

Managing Up

To join the audio portion by phone,
please dial:

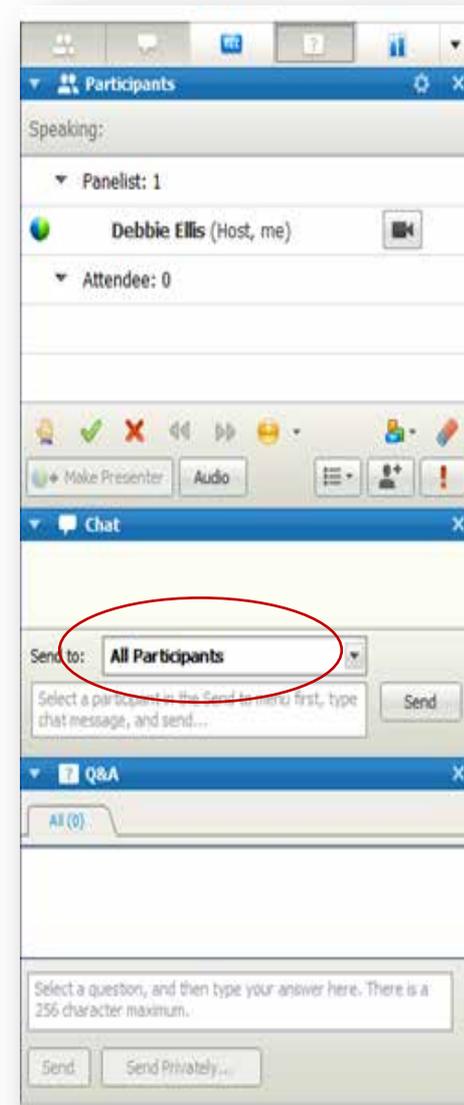
888-324-3183 Passcode: **6417682**

This session will begin shortly.

Tips for Participating

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- Phones are muted
 - Phones will be open for Q&A later
- Audio available through your computer
- To ask questions, use the Q&A panel
- To share comments and ideas, use chat
- Recording will be available afterwards on the VISTA Campus
- Closed Captions can be viewed in the Media Viewer panel



Webinars for AmeriCorps VISTAs

Welcome to Managing Up

Today's Team



Molly Pelzer

Corporation for National
& Community Service



Kapila Wewegama

Training Facilitator

Guest Speakers



Kristyn Holden

VISTA Leader, Our House



Toni Dondero

VISTA Leader, Colorado
Nonprofit Development Center

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Session Goals

After this webinar you will be able to:

- Define “managing up”
- Identify the essential elements of Managing Up
- Identify methods to effectively Manage Up

Today's Agenda

- § What is *Managing Up*?
- § Why *Managing Up* is important and what are the benefits?
- § What are the essential elements of *Managing Up* and how do we meet them?
- § What not to do in *Managing Up*?
- § What are some relevant resources on the VISTA Campus?
- § Q & A



Kapila Wewegama
Training Facilitator

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What is Managing Up?

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A Working Definition

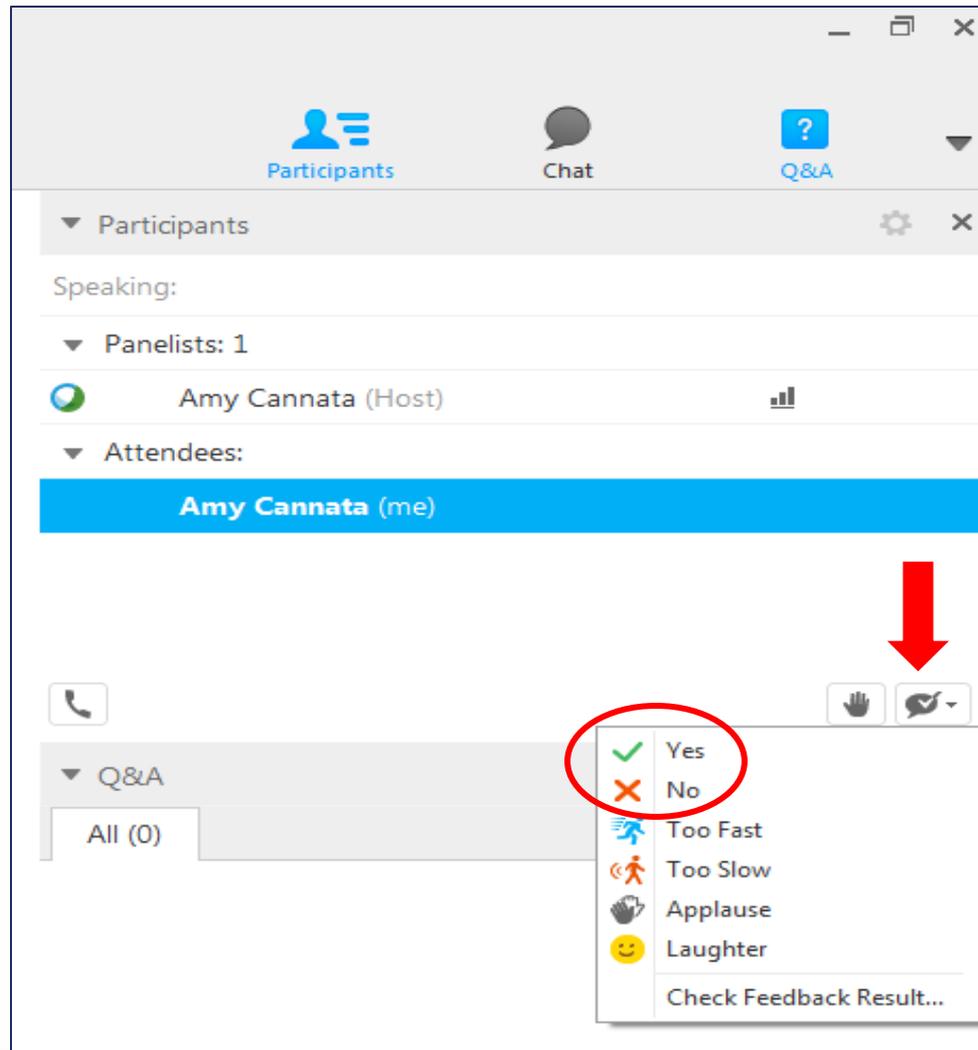
Managing up is the process of consciously working with your boss to obtain the best possible results for you, your boss, and your organization.

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.

Thomas J. Zuber, MD, and Erika H. James, PHD

A Working Definition



The screenshot displays the Zoom meeting interface. At the top, there are icons for Participants, Chat, and Q&A. Below these, the Participants list shows 'Speaking:' (empty), 'Panelists: 1' (Amy Cannata (Host)), and 'Attendees:' (Amy Cannata (me)). A red arrow points to the Q&A feedback menu, which is open and shows options: Yes (checked), No, Too Fast, Too Slow, Applause, Laughter, and Check Feedback Result... The 'Yes' and 'No' options are circled in red.

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Why Managing Up is important and what are the benefits?

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Activity Prompts

- **Yes**, I have specific strategies I use currently.
- **No**, I don't have specific strategies I use currently.
- I am **not sure** whether I use specific strategies currently but I am interested in learning more.

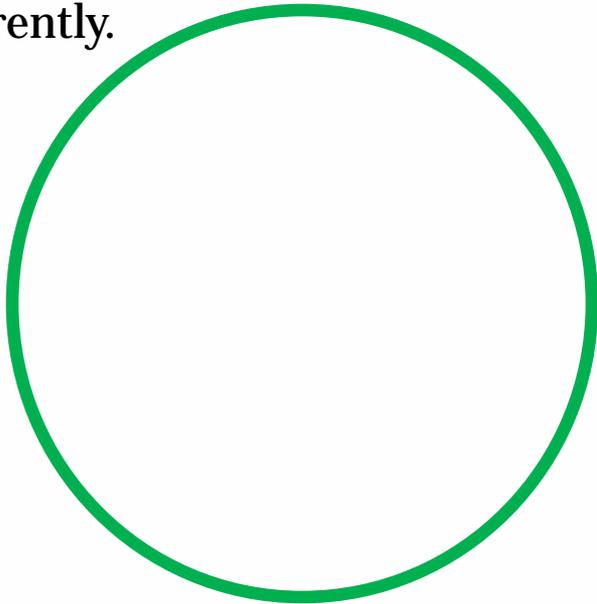


Annotation
Tools

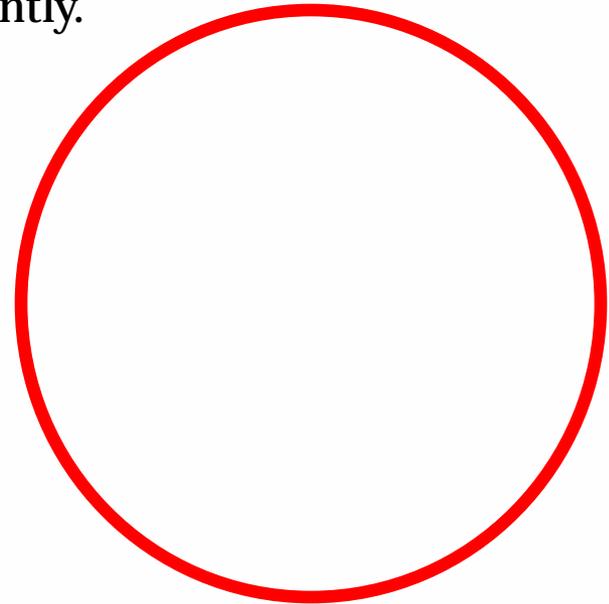


Activity

Yes, I have specific strategies I use currently.



No, I don't have specific strategies I use currently.



I am **not sure** whether I use specific strategies currently but I am interested in learning more.

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Chat:

What are the benefits of Managing Up that you have seen or experienced as a VISTA Member?

Some Key Benefits of Managing Up:

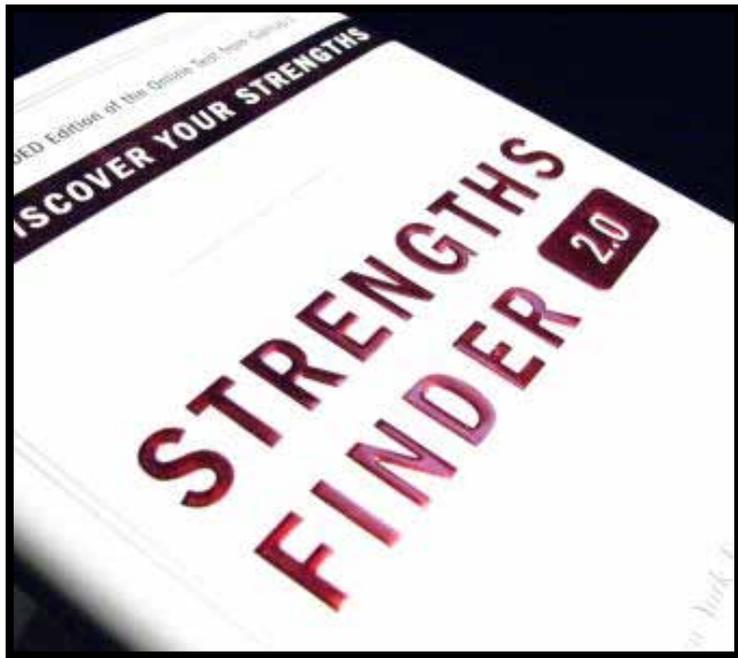
- ü Establishing a mutual understanding of the project process and outcomes
- ü Receiving helpful ongoing guidance and feedback
- ü Minimizing misinterpretations and miscommunications
- ü Benefiting from each other's strengths, knowledge, skills, and expertise
- ü Focusing on and attending to project priorities
- ü Creating a respectful and supportive working relationship

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What are the essential elements of Managing Up and how do we meet them?

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Six Essential Elements



1. Agree upon realistic expectations
2. Understand and respect work styles and priorities
3. Recognize and capitalize on strengths

Six Essential Elements

4. Maintain open and respectful communication
5. Build and keep trust and rapport
6. Approach with positive attitude



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Managing Up

Examples from the field

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Managing Up: An example from the field

Kristyn Holden, VISTA Leader



Kristyn is the VISTA Leader at Our House, a program for the working homeless and near homeless in Little Rock, AR. Kristyn is currently serving as part of the Action Learning Team on VISTA Leader and Supervisor relationships.

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Managing Up: An example from the field

Toni Dondero, VISTA Leader



Toni currently serves as a VISTA Leader for the Colorado Nonprofit Development Center, and served the previous year as a VISTA for an anti-human trafficking nonprofit in Denver. Originally from San Diego, Toni attended Oregon State and is passionate about building communities in the fight for social justice.

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Managing Up to Build Capacity

- Jaime and Joe saw ways to increase the impact of their service.
- Brainstormed and invited VISTA Leader to create solutions.
- Met with supervisor to discuss how to get back on the VISTA track.
- Worked together with supervisor to revise work plan and transition of direct service tasks.

Current Activities—Jaime

- **Recruitment for Youth 16-24**
 - Attend Career Fairs and meetings
 - Conduct Information Sessions
- **Partnership Building**
 - Research/Schedule meetings with local youth organizations
- **Marketing**
 - Update flyers when there are changes
 - Update/maintain organization database
- **Intake Processing**
 - Interview, Documents, Application, Funding Determination

Goal Activities—Jaime

- **65% Community Outreach**
 - Contacting and building network of youth organizations
 - Build database of organizations, schools & community partnerships
- **20% Youth Recruitment**
 - Attend community events and job fairs
 - Develop and make presentations
- **10% Marketing**
 - Listserv, Social Media, and collateral material support
- **5% VISTA obligations**

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Managing Up: An example from the field

Strong Cities, Strong Communities

AmeriCorps VISTA members play a key role in the initiative by improving the city's capacity to coordinate its efforts and serve its most economically disadvantaged residents.

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Working with Partners

1. Establish a strong foundation
2. Leverage and grow networks
3. Identify roles and interests
4. Be realistic
5. Understand it will take time



Chat:

What should be avoided
when Managing Up?

What not to do in Managing Up?

- Don't participate in the gossip mill.
- Don't criticize your supervisor, organization, or project.
- Don't participate in or contribute to office politics.
- Don't minimize your supervisor's position, role or contributions.
- Don't promise what you cannot deliver.

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What are some relevant resources on the VISTA Campus?



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Next Steps

- ü *Complete a self-assessment*
- ü *Establish clear and realistic expectations with your supervisor*
- ü *Learn about your supervisors' strengths and identify ways to utilize them*

Evaluation

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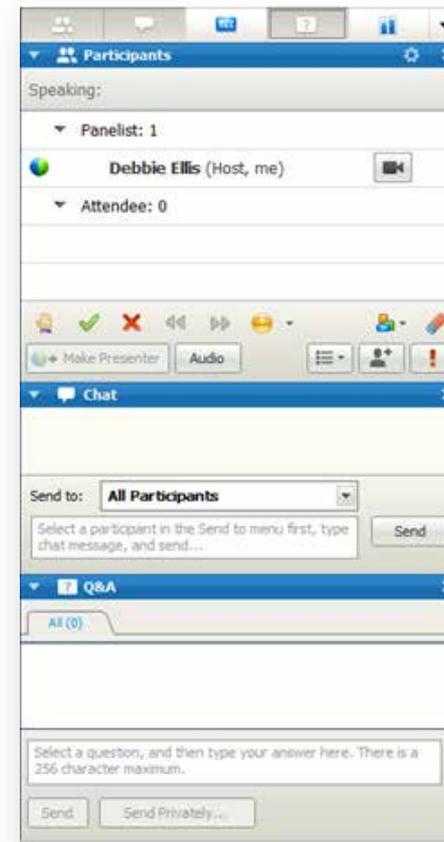
Please take a few moments to share your feedback. How can we improve these sessions? What topics should we include in future webinars?

Thank you very much for your time and participation!

How to Ask Questions

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- 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



Thank You for Your Participation!

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Next Webinar:

Serving at a Historic Moment: AmeriCorps VISTA 50th Anniversary

3/25/2015

2:00 PM ET

Questions? VISTAwebinars@cns.gov



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