

Session 8

MANAGING UP: "WITH GREAT POWER COMES GREAT RESPONSIBILITY" (SPIDERMAN)

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"Managing up" is the process of consciously working with your manager to obtain the best possible outcomes for you, your manager, and your organisation.

When someone is appointed to a position of manager, supervisor or Department Head, it's usually because they have demonstrated some valuable skills and knowledge suited to that position – it stands to reason however that same manager will probably lack some qualities that form part of effective management and leadership – after all, none of us are perfect.

The function of management is to accomplish work through the efforts of other people. They need to develop and articulate an overall vision for that which must be done, convey that vision to the members of the team, break it down into component tasks and provide direction to accomplish the work. What may not be as well understood is that the reverse is also true. We can't accomplish our work and our objectives without the willing and voluntary cooperation of people over whom we have no direct authority – including our boss!

It's possible your manager is not assertive enough, or may be too assertive. Your boss may not be organised enough or may be on the compulsive side. He or she may know the people side and have weaknesses on the technical side – or vice versa. When you can identify and supply the "missing link", you get more of what you want, need and deserve – and so does your boss!

The first part of this paper will cover the theoretical strategies to help you to "manage up" in the most effective and productive way.

The second part will provide practical examples of how a staff member incorporated those strategies into her day to day workload to optimise the relationship and outcomes with her direct line manager and executive staff she often interacts with.

Presenters Biography

Lyndal McCulloch began working at the University of Western Sydney in 1992. She undertook A Graduate Certificate in Business Administration at UWS and completed her Masters in Technology Management through the Sydney Graduate School of Management in 2003.

Lyndal has had a number of roles within UWS including Manager of Enrolments and her current role as Manager of Medical School Admissions and Student Support within the School of Medicine based on Campbelltown Campus.

Lauren Marsh began working at the University of Western Sydney in 2000 and has held various positions during that time.

Lauren's current role is as the Administrative Coordinator of the Executive Projects Office and is responsible for managing the Vice-Chancellor's Excellence Awards, Professional Development Scholarships as well as the finances for the Chancellor, Vice-Chancellor and Deputy Vice-Chancellor (Corporate Strategy and Services).