

Managing Up

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PLUM LIBRARIAN LLC

Niche Academy Webinars

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**Let me tell you a
story about a favor
my boss once did
me...**

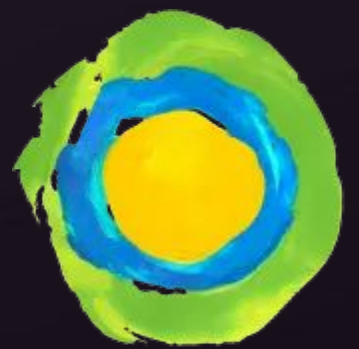


**Sonya
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Managing up is a method of career development that's based on consciously working for the mutual benefit of yourself and your boss

idealist.org



This presentation talks about

- **Being easy to say “No” to.**
- **When it’s all about you: tell the truth.**
- **Accepting clarity as kindness.**
- **What does your boss want? Give it to them.**



One little word: “No”

INVITATIONS

Invitation to negotiate



Start listening like crazy

**Listening Skills from the
Center for Creative Leadership**

Photo by [Marek Piwnicki](#) on [Unsplash](#)

6 KEY ACTIVE

LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD
JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.



Center for Creative Leadership®

It's not always about me

**It's not always about
them**

Understand your role

And own it

**Give them space to say “Yes”
later**

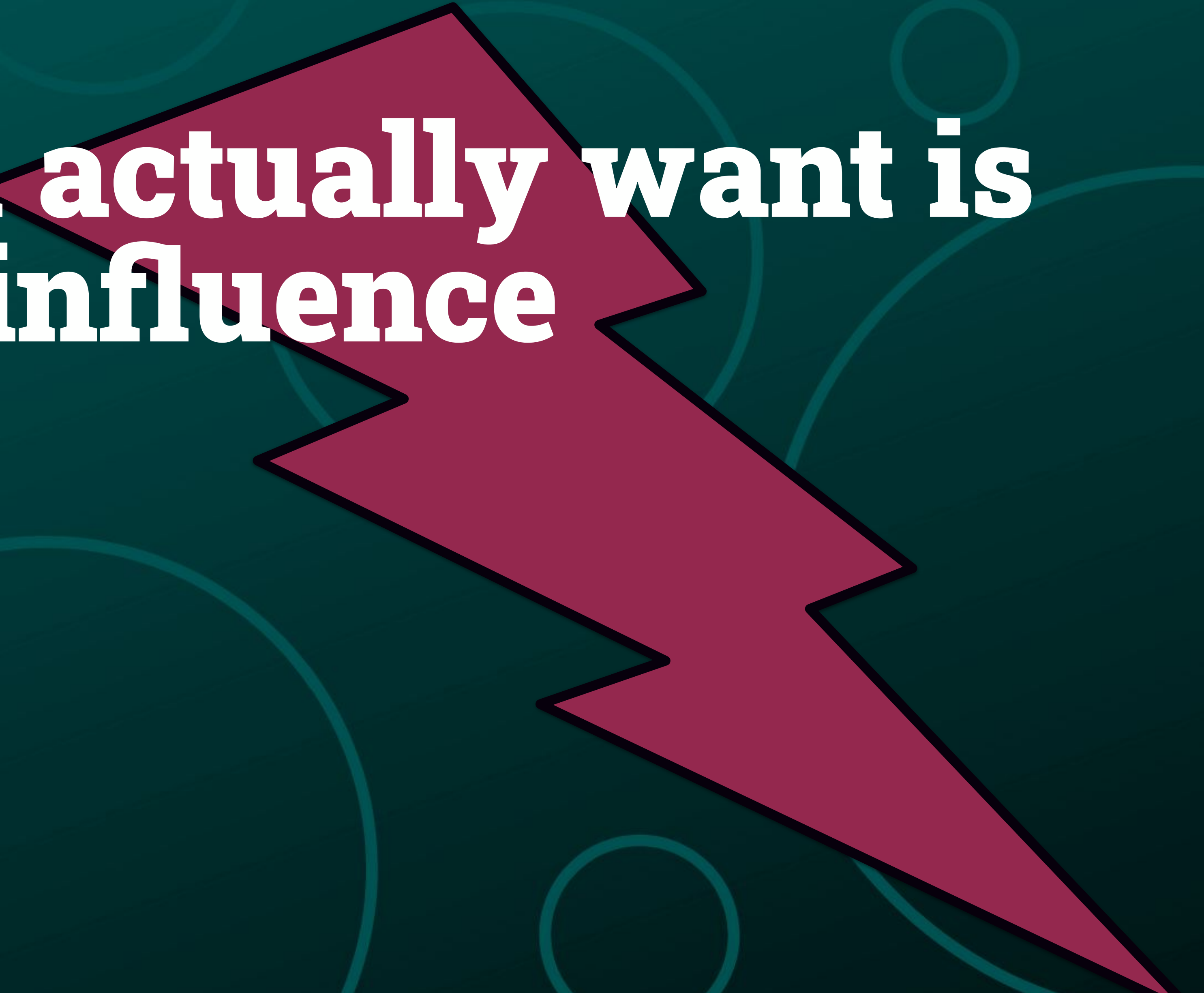
without losing face



Clearly, It's All About Me



**If you want to be heard
tell the truth**



**If what you actually want is
power and influence**

tell the truth

You may both be speaking the truth

**Truths can compete, and may be
impacted by different priorities**

**Her word is as good as gold
in this town**

**It has to be
She gambles**

Sonya Schryer Norris
Plum Librarian LLC



Expectations

set the stage for success

I was gratified to be able
to answer promptly, and
I did. I said I didn't know.

Mark Twain

“I’m going to need to think about that, I’ll get back to you.”

“That sounds interesting, I’ll need to think about that.”

If you need resources, ask for them

Be specific. Provide a budget.

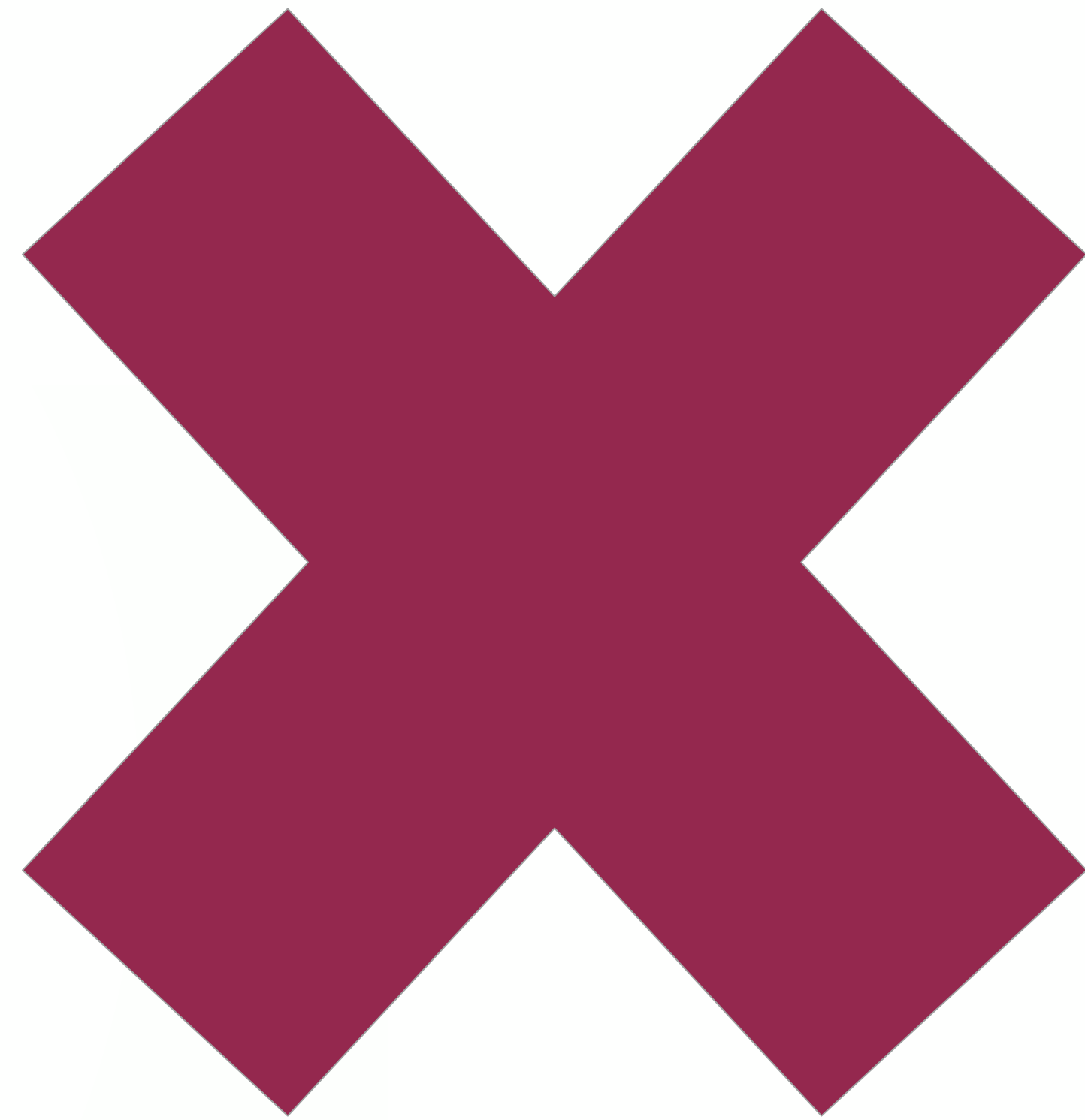
**If you or your project is in
trouble**

**Be the first one to alert your
manager**

**The first person we have to
tell the truth to
is ourselves**

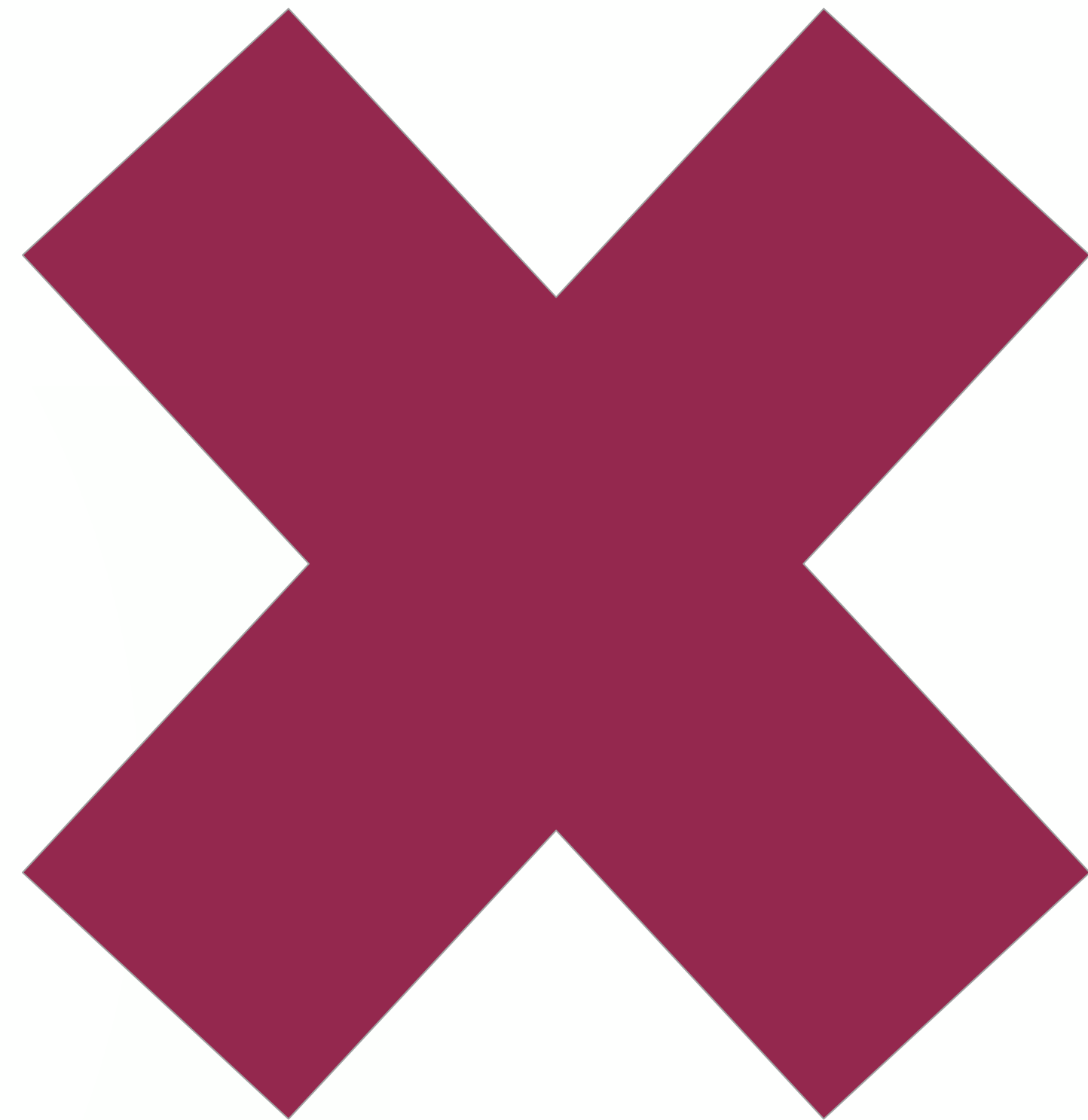
You can't control

**If your boss
tells you their
truth in return**



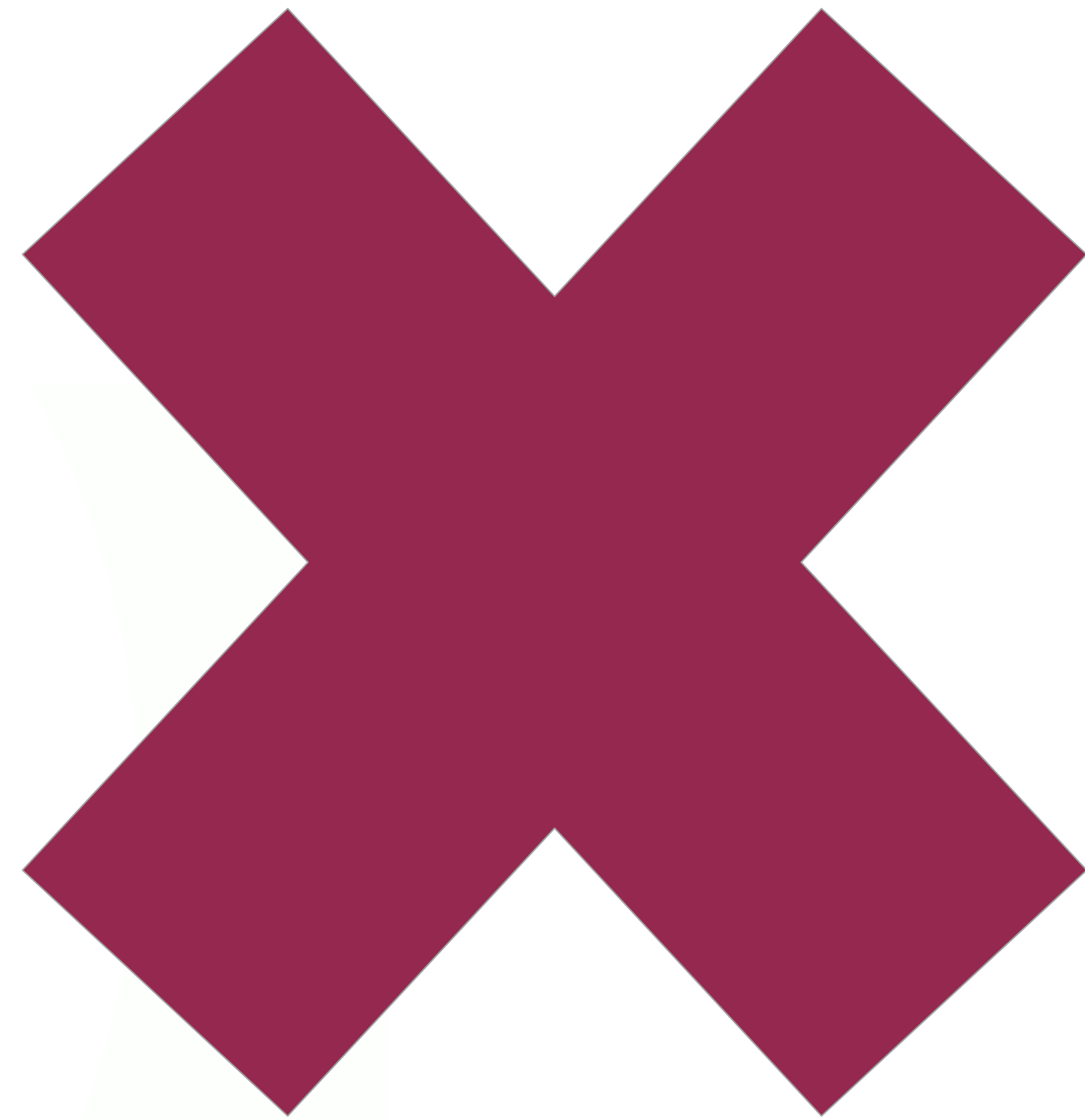
You can't control

**If your boss
tells other
people their
truth**



You can't control

**If they're telling
themselves the
truth or your version
of what's true**



A lit oil lamp with a glass chimney and a dark base sits on a wooden table. The lamp is illuminated, casting a warm glow. In the background, there are wooden chairs and a stone wall. A white semi-transparent banner is overlaid across the middle of the image.

I try to bring my best self



**So I act as if they're bringing
their best selves, too**

**and extend grace to
both of us**

Cultivate kindness toward your boss



Start by practicing self compassion

Be kind to yourself

How to Practice Self-Compassion: 8
Techniques and Tips in
Positive Psychology



**Next time, choose the
sprinkles**

A woman with long, dark brown hair is shown from the chest up. She is wearing a dark blue or black blazer. Her eyes are closed, and her hands are pressed against her face, with her fingers covering her eyes and nose, suggesting she is crying or in a state of emotional distress. The background is a plain, light color.

Do not complain



Do not complain
Rinse and repeat

A man in a dark suit and glasses is shown in profile, sitting in a chair and resting his chin on his hand in a thoughtful pose. Behind him is a large, light-colored wall featuring a faint world map. The scene is brightly lit, suggesting an office or conference room environment.

Ask Yourself: How do we get to great from here?

No Ego by Cy Wakeman

Photo by [Yosep Surahman](#) on [Unsplash](#)



What Does Your Boss Want?

A close-up photograph of a lion's face, focusing on its eyes and nose. The lion's fur is a rich brown color. A white rectangular box is overlaid across the middle of the image, containing the text "Give it to them" in a bold, black, sans-serif font.

Give it to them

**Bosses care about the
craziest stuff!**

A person is silhouetted against a bright sunset, pushing a large, round stone up a hill. The sky is filled with colorful clouds in shades of orange, yellow, and blue. The scene is dramatic and evokes a sense of struggle and purpose.

A hill worth dying on?

Leave yourself space


to back down

Be careful how you frame it

**Double-check yourself on moral or
values-based dilemmas**

When it's bad, but not that bad...

Do great work

A modern office desk with a monitor displaying the text "DO WHAT IS GREAT." The desk is illuminated by two glowing light bulbs. The background is a dark, blue-toned wall with a subtle pattern of light spots.

DO WHAT IS
GREAT.

Always do great work

A close-up photograph of a hand holding a glowing, translucent orb. The hand is positioned in the center-right of the frame, with the fingers gently cupping the orb. The background is a soft, out-of-focus bokeh of warm, golden light spots, suggesting a sunlit forest or a similar natural setting. The overall mood is serene and ethereal.

Clarity is kindness

A close-up photograph of a hand holding a white envelope. The hand is positioned in the upper right quadrant, with fingers slightly curled around the top edge of the envelope. The envelope is held horizontally, extending towards the left. The background is a soft, out-of-focus bokeh of warm, golden-brown light spots, suggesting an outdoor setting with sunlight filtering through trees. The overall mood is gentle and hopeful.

Accept it as kindness

A nighttime photograph of a city skyline, likely New York City, with numerous illuminated skyscrapers. A prominent blue light beam shines down from the upper right towards the center of the image. A semi-transparent white banner is overlaid across the middle of the image.

September 11, 2001

Listen for what they said

when it's too hard to
hear the way they said
it



It may still be hard to hear

Some things are hard

Read

every nice thing your
manager ever wrote to
you, or said about you

**read it out loud
to someone else**



**Being kind is not the same
thing as being**

proceeding from benevolence

nice

pleasing; agreeable; delightful

A man in a white shirt and dark trousers is leaning against a wall. He is looking to the right with a thoughtful expression. His right leg is raised and resting against the wall. The background is a dark, textured wall.

**Hard, hard things happen at
work**

Don't give a bad situation

legs

Cultivate your resiliency

Why building resilience is a top skill for the workplace by Dr. Shona Walters at BetterUp

Characteristics That Resilient People Embody



Having realistic sense of control over one's choices, and an understanding of limitations over such control.



Seeing change as an opportunity or challenge.



Secure attachments with others, and the ability to engage their support.



Personal goals.



A strong sense of humor.



Patience.



A high tolerance of negative affect.



An optimistic outlook.



A high level of adaptability.

A hand holding a pen is the central focus, set against a blurred background of an office. A bright light source, possibly a window or lamp, is visible in the upper left, creating a soft glow and lens flare. The overall atmosphere is calm and professional.

You will be OK



Photo by [Jesson Mata](#) on [Unsplash](#)



Silence

Photo by [Nick Fewings](#) on
[Unsplash](#)

Thank you

**We are in good
company**

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