

**Concurrent Session H**  
**Tuesday 13 September**  
**2:45pm – 3:35pm**



**Session 5**  
**Managing Up - A Rose by any other Name**  
**Lyndal McCulloch, Lauren Marsh**  
*Western Sydney University*

*Lyndal has worked at Western Sydney since 1992. She has held a number of positions including Manager of Enrolments; School Coordinator - School of Information Technology and is currently the Manager of the Medical Education Unit. Lyndal has a Graduate Certificate in Business Administration and a Master of Technology Management - both completed at UWS.*

*Lauren has worked at Western Sydney University since 2000 and has held various roles in both Schools and Divisions. Since 2012 Lauren has held the role of Manager, HR Support Services and is responsible for coordination and delivery of university wide events such as the Western Sydney University Professional Staff Conference. In 2016 Lauren was the recipient of a Western Sydney University Staff Postgraduate Study Scholarship and has enrolled in the Graduate Certificate of Business Administration. In the future, Lauren plans to continue her study in a Master in Business Administration (Human Resources Management).*

“Managing up”, “Managing the Manager” and “Upward Management” are essentially one and the same thing – experts generally agree it is a method of career development that’s based on consciously working for the mutual benefit of yourself, your boss and the organisation you both work for.

You and your boss are mutually dependent on one another – the boss needs your help, support and cooperation to do his or her work effectively and you need your boss’ support and guidance to help you carry out your work effectively.

There are many different types of managers and generally speaking they can be categorised into one of seven “types”. Once you understand your manager a little better, you can improve the critical competencies necessary to become a more efficient, effective and satisfied employee.

Topics covered include

- Understanding the “type” of manager you have
- The questions to ask your manager so you can develop the best possible relationship with them
- How to “influence up”
- Improving communication.
- Tricky issues!
- Dealing with problems and errors (either real or looming)
- Who should take the credit?
- Who should take the blame?

The first part of this paper will cover the theoretical strategies to help you better understand how 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.