LEADING UP AND ACROSS
INFLUENCING SKILLS FOR TECHNICAL LEADERS
SEPTEMBER 2020

DATES

Tuesday 15 September 2020	10.00am-1.00pm (AEST)
Wednesday 16 September 2020	10.00am-1.00pm (AEST)
Thursday 17 September 2020	10.00am-1.00pm (AEST)
Friday 18 September 2020	10.00am-1.00pm (AEST)

Course length:	12 hours: 4x3-hour sessions
Delivery method:	Online
Pricing:	$1750 +GST

Presenter: Trevor Manning — Managing Director, TMC Global

COURSE OVERVIEW

Technical leaders are usually accountable to a range of people up and across the organisation. They have no positional power over their bosses and may feel like they are speaking a different language when communicating their perspective. Understanding the importance of influence and how to adapt their message and style is key to being effective.

This course provides a deep understanding of the true role and expectations of line bosses, as well as virtual bosses, across the organisation. Techniques are provided to align with their boss's true requirements. It also provides practical tools and strategies to reduce organisational conflict from competing priorities from multiple bosses and provides strategies to effectively communicate and escalate issues and ideas. Delegates will use case studies and real-world examples to build up a Boss Whisperer plan that includes practical templates to use back in the office.

WHO SHOULD ATTEND?

Technical managers | Specialist engineers | Project managers
Anyone who wants to have more influence with bosses and peers

COURSE GOALS:

Upon completion of this course, delegates will be able to:

1. Understand and influence their key stakeholders up and across the business
2. Understand the importance of following in leadership
3. Use networking and political influence to influence multiple stakeholders
4. Deal with new, different, difficult and abusive bosses
5. Effectively escalate and present upwards

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COURSE OUTLINE

SESSION 1: Understand bosses and boss personality types

OBJECTIVES

At the end of this topic, delegates will be able to:

o   Describe what a manager/boss is and why they need them

o   Understand and classify their boss's managerial behaviour and style

o   Apply insights and start constructing a Boss Whisperer plan

SESSION OVERVIEW

The role of bosses has changed. Generally, workers no longer need a supervisor that defines what to do and how to do it, but organisations are still structured, for practical reasons, with bosses. In addition, people across the organisation act as bosses for cross-functional outcomes. Understanding what a boss really is and what they need is the first step to becoming a Boss Whisperer.

The best way to influence someone is to give them what they want, in the way they like to get it. This segment will help you identify and align with different boss styles, to maximise your influence for mutual gain.

SESSION 2: Following in leadership with networking and
political influence

OBJECTIVES

At the end of this topic, delegates will be able to:

o   Understand their dual leader-follower role and their relationship with other managers

o   Reflect and determine their own follower style

o   Analyse strategies to achieve the right business outcome

o   Apply insights and complete the Influence plan within their Boss Whisperer plan

SESSION OVERVIEW

Leadership involves 50% following to ensure you are leading people in the strategic direction of the organisation's goals. In this module we explore follower styles and the elements of a healthy boss relationship.

We have no organisational authority with those up and across the business. To influence them to achieve the right outcomes for the business, we need to understand the importance of politics and strategic influence and how to build an effective network of people that can help achieve your goals.

COURSE OUTLINE

SESSION 3: Influencing multiple stakeholders and dealing with new, difficult, different, and abusive bosses

OBJECTIVES

At the end of this topic, delegates will be able to:

o   **Know how to influence a new boss**

o   **Understand who their real boss is and learn to deal with multiple bosses**

o   **Develop strategies to deal with difficult, different and abusive bosses.**

SESSION OVERVIEW

The role of bosses has changed, and in today's organisations we find we have multiple virtual bosses, which can create work overload as well as organisational conflicts. This module addresses how to identify the relative importance of conflicting requests in order to correctly prioritise activities.

This module also addresses various strategies for achieving the right business outcomes despite the complications and diversity of virtual bosses.

SESSION 4: Effectively escalate and present upwards

OBJECTIVES

At the end of this topic, delegates will be able to:

o   **Know why, when, and how to escalate effectively using a traffic light reporting system and an escalation methodology**

o   **Apply tips to present effectively in both online and face-to-face formats**

o   **Prepare an effective presentation to executives**

o   **Discover Boss Whisperer insights to influence their boss in a mutually beneficial way**

SESSION OVERVIEW

Senior management hate surprises. Escalation is necessary to avoid surprises and inform and involve other stakeholders in risky or costly decisions and issues. This module provides practical guidance on when and how to escalate, including using a tried-and-tested escalation methodology to ensure senior management deals appropriately with issues escalated to them.

Knowing how to present information to the senior leadership suite is a critical skill, especially for technical people who tend to over complicate their pitch with unnecessary details. Practical advice is given for both online and face-to-face presentations.

Lastly, some final thoughts are shared on how to be the Boss Whisperer that gets results through a mutually healthy relationship with key stakeholders.