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Titolo	Managing upward [[electronic resource]] : a partnership plan for employees and bosses / / Patti Hathaway and Susan D. Schubert
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Altri autori (Persone)	SchubertSusan D
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Note generali	On Cover: Managing upward : strategies for succeeding with your boss. How to effectively "manage your boss."
Nota di contenuto	<p>""TITLE""; ""COPYRIGHT""; ""PREFACE""; ""ACKNOWLEDGMENTS""; ""CONTENTS""; ""SECTION I Introduction""; ""WHAT IS A BOSS?""; ""WHO MANAGES WHOM?""; ""WHAT THIS BOOK WILL DO""; ""BENEFITS""; ""WHY ARE YOU READING THIS BOOK?""; ""DEFINING THE PARTNERSHIP AND HOW IT CAN WORK BETTER""; ""THINK ABOUT YOUR SITUATION""; ""CLARIFY YOUR RELATIONSHIP""; ""SECTION II Focusing on the Big Picture""; ""WHERE DO I START?""; ""OTHER WAYS TO FIND OUT YOUR BOSS's PRIORITY""; ""BLEND GOALS""; ""BLOCKS TO GOAL ACHIEVEMENT""; ""OVERCOMING BLOCKS""; ""SECTION III Communicate with Impact""; ""WHAT IS EFFECTIVE COMMUNICATION?""; ""COMMUNICATION GAPS""; ""How Well Do You Comprehend or Listen?""; ""SECTION IV Talk's Not Cheap: Building Bridges via Meetings""; ""Let's Talk!""; ""BEFORE YOU JUMP IN""; ""GETTING STARTED""; ""GETTING ACTION FROM Bi-WEEKLY MEETINGS""; ""THE HIGH COST OF MEETINGS""; ""IF YOUR BOSS IS THE MEETING LEADER""; ""SECTION V Confronting with Compassion""; ""HOW CAN YOU CRITIQUE YOUR MANAGER?""; ""CRITICIZING YOUR BOSS""; ""FIVE S's OF PROVIDING UNSOLICITED FEEDBACK""; ""STEP 1: Select Your Timing""; ""STEP 2: Secure The Boss's Permission""; ""STEP 3: Share Specifics""; ""THE DASS SCRIPT""; ""STEP 4: Show Team Benefits""; ""STEP 5: Summarize Your Agreement""; ""SECTION VI How to Read Your Boss""; ""READING YOUR BOSS""; ""Step 1: R=Review""; ""STEP 2: E=Evaluate Established Patterns""; ""STEP 3: A as Apply Appropriate</p>

Approach"; ""SECTION VII The Care and Feeding of a Boss"; ""SIX WAYS TO BECOME A STAR"; ""SUCCESSFUL EMPLOYEE ACTIONS"; ""KEEP YOUR BOSS INFORMED"; ""MONTHLY STATUS REPORT"; ""TURN COMPLAINTS INTO PROPOSALS"; ""PRAISING UPWARD"; ""Praise Example"; ""THINGS BOSSES DONa€?T WANT""
""SECTION VIII Managing Time Management Monsters""""PRODUCTIVITY PRINCIPLES""; ""PLANNING STEPS""; ""How to Manage the Monsters"";
""BARRIER 1: INTERRUPTIONS""; ""Saying No to Your Boss""; ""BARRIER 2: CHANGING PRIORITIES""; ""BARRIER 3: COPING WITH MULTIPLE BOSSES"";
""BARRIER3 4: LACK OF INFORMATION""; ""BARRIER 5: UNAVAILABLE BOSS""; ""BARRIER 6: DISORGANIZED BOSS""; ""A FINAL THOUGHT"";
""SECTION IX Coping with Dreadful Bosses""; ""ALL BOSSES ARE NOT CREATED EQUAL""; ""INTOLERABLE BOSS BEHAVIOR""; ""WHAT CAN YOU DO?""; ""RISK TO ACTION STEPS DIAGRAM""; ""SCALE 1: Level of Risk""
""SCALE 2: Severity of Problem""""SCALE 3: Risk, Severity and Action Steps""; ""CASE STUDY 1: GOOD GUY/BAD GUY""; ""CASE STUDY 2: THE BOTTLENECK BOSS""; ""SECTION X Chutes or Ladders""; ""ASSESS YOURSELF""; ""EVALUATING YOUR SCORESHEET""; ""HOW TO ACHIEVE GOOD PERFORMANCE EVALUATIONS""; ""STEP 1: Set Performance Goals""; ""STEP 2: Keep Score All Year Long""; ""Types of Criticism"";
""Coping with Criticism from Our Boss""; ""RESPONDING TO UNJUSTIFIED CRITICISM""; ""FOGGING""; ""REQUEST SPECIFIC FEEDBACK""; ""Case Scenario""; ""ADMIT THE TRUTH""; ""Valid Criticism Scenario""
""Potential Responses to Situations 1a€?3""
