



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

Managing Your Manager's & Community Expectations for EA's and PA's – 1 Day Workshop

SYNOPSIS

Managing upwards does not necessarily mean managing a poor manager who has unclear expectations, poor feedback, etc.

It *can* mean encouraging your manager through demonstrating empathy and assertiveness, communicating clearly, etc.

It can be a challenge to manage community expectations, which at times can be unrealistic and very demanding. This workshop will help participants to manage both sets of expectations.

TOPICS

- Challenges in managing upwards
- Delegating upwards and sideways
- Dealing with difficult people
- Communicating clear expectations
- Wants and needs: yours and theirs
- Prioritising work and timeframes
- Managing your time and stress
- Showing assertiveness & empathy
- Building collaboration with others
- Case studies and skills practice

LEARNING OUTCOMES

- Why a need to manage upwards?
- Demonstrating assertiveness and empathy in stating your needs
- How to deal with 'difficult' people: your manager, staff and/or clients
- Balance *your* wants and needs with *their* wants and needs
- Manage your time and stress
- Demonstrate assertiveness, empathy & clear communication
- Effectively delegate upwards!
- Positively engage and collaborate with the community



COURSE DETAILS

Delivery

Our 1-day training course provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual council requirements.

Delivery Mode

Peak Services delivers Virtual or Instructor-led training workshops inhouse at your venue.

Fees and Inclusions

Please contact Peak Services for course fees or a proposal for on-site/in-house training.

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REGISTER NOW
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Business Management Consultancy Services BUS249
Prequalified Supplier Arrangement

