aractech
Global Learning for Operational Leaders



ADMINISTRATION AND SECRETARIAL | AS-033

Managing Up: Building a Strategic Partnership with Your Manager

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

aractech
Global Learning for Operational Leaders



Course content

Why Attend

The most effective assistants and administrators do not simply respond to instructions. They understand their manager's goals, anticipate needs, manage priorities proactively and act as trusted partners who make the manager more effective.

This Managing Up training course helps participants build that strategic partnership. Participants learn to understand their manager's role, priorities and working style, agree clear expectations, communicate proactively, manage time and information on the manager's behalf, raise concerns constructively and handle disagreement professionally.

Course Methodology

• Participants learn through guided reflection, case studies, structured discussions, communication practice and role-plays based on real assistant-manager situations. Each participant prepares a partnership plan for their current manager, including communication routines and ways to add value.

Course Objectives

• Explain the concept of managing up and its benefits for managers, assistants and organisations

• Analyse a manager's goals, priorities, pressures and working style

• Agree clear expectations, decision rights and communication routines

• Anticipate needs and manage the manager's time, information and commitments

• Communicate proactively with updates, briefings and early warnings

• Raise concerns, give feedback upward and handle disagreement constructively

Target Audience

• Executive and personal assistants

• Administrative assistants supporting managers

• Office managers and chiefs of staff

Global Learning for Operational Leaders

Course content

- Team coordinators and project support officers

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Managing Up: Building a Strategic Partnership with Your Manager.

Day 1 - Understanding the Partnership

- 09:00-09:34 | What Managing Up Means: Partnership rather than manipulation
- 09:34-10:08 | The Changing Assistant Role: From support to strategic partner
- 10:08-10:42 | Understanding Your Manager: Goals, pressures, priorities and stakeholders
- 10:42-11:00 | Working Styles: Recognising preferences for detail, speed and communication
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Working Styles: Recognising preferences for detail, speed and communication (continued)
- 11:46-12:20 | Your Own Style: Strengths and possible friction points
- 12:20-12:53 | Mutual Expectations: What each partner needs from the other
- 12:53-14:00 | Exercise: Building a profile of your manager's world

Day 2 - Agreeing How You Work Together

- 09:00-09:34 | Expectation-Setting Conversations: Scope, authority and priorities
- 09:34-10:08 | Decision Rights: What you can decide, recommend or escalate
- 10:08-10:42 | Communication Routines: Daily check-ins, weekly planning and briefings
- 10:42-11:00 | Managing Inbox and Diary on the Manager's Behalf
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Managing Inbox and Diary on the Manager's Behalf (continued)
- 11:46-12:20 | Handling Requests from Others for the Manager's Time
- 12:20-12:53 | Agreeing Standards: Quality, response times and confidentiality
- 12:53-14:00 | Role-Play: Holding an expectation-setting meeting with a new manager

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Managing Up: Building a Strategic Partnership with Your Manager.

Day 3 - Anticipating and Adding Value

- 09:00-09:34 | Thinking Ahead: Anticipating needs before they are expressed
- 09:34-10:08 | Preparing Briefing Packs for Meetings and Travel
- 10:08-10:42 | Tracking Commitments and Following Up on Actions
- 10:42-11:00 | Filtering Information: Summarising what matters
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Filtering Information: Summarising what matters (continued)
- 11:46-12:20 | Protecting Focus Time for Strategic Work
- 12:20-12:53 | Supporting the Manager During Peak Pressure and Change
- 12:53-14:00 | Workshop: Designing a weekly briefing for a senior manager

Day 4 - Difficult Conversations Upwards

- 09:00-09:34 | Giving Feedback to a Manager: Timing, framing and respect
- 09:34-10:08 | Raising Concerns About Workload and Unrealistic Deadlines
- 10:08-10:42 | Disagreeing Constructively: Offering alternatives
- 10:42-11:00 | Handling Mistakes: Owning errors and protecting trust
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Handling Mistakes: Owning errors and protecting trust (continued)
- 11:46-12:20 | Managing Moods, Pressure and Difficult Behaviour
- 12:20-12:53 | Ethical Dilemmas: When instructions conflict with policy
- 12:53-14:00 | Role-Play: Negotiating priorities and raising a concern

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Managing Up: Building a Strategic Partnership with Your Manager.

Day 5 - Growing the Partnership

- 09:00-10:07 | Building Trust Over Time: Consistency, discretion and judgement
- 10:07-10:41 | Demonstrating Value: Communicating your contribution
- 10:41-11:00 | Taking on Projects and Strategic Responsibilities
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Taking on Projects and Strategic Responsibilities (continued)
- 11:45-12:19 | Career Conversations with Your Manager
- 12:19-12:53 | Supporting Multiple Managers Fairly
- 12:53-13:27 | Personal Partnership Plan: Actions for the next ninety days
- 13:27-14:00 | Final Presentation: Sharing a partnership improvement plan

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Istanbul	Classroom	**€2,825**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Kuala lumpur	Classroom	**€2,425**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Madrid	Classroom	**€3,400**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Munich	Classroom	**€2,425**
10 - 14 May 2027	London	Classroom	**€2,915**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Paris	Classroom	**€2,810**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Vienna	Classroom	**€3,425**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Amsterdam	Classroom	**€3,215**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
11 - 15 October 2027	Dubai	Classroom	**€2,845**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Geneva	Classroom	**€3,315**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Istanbul	Classroom	**€2,825**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Managing Up: Building a Strategic Partnership with Your Manager generated from the course details page.

Date	Location	Format	Fee
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**