



NO FRILLS NO FLUFF®
LEADERSHIP DEVELOPMENT

Managing Up: How to Communicate and Develop Powerful Relationships With People Who Matter

Like most other work-related tasks, “Managing Up” is a skill that can be practiced and perfected. Wouldn’t it be great if you could get what you wanted from your relationships with your boss, gatekeeper, or key decision-maker and leave them viewing you as a team-player, key talent, and trusted employee?

You can! All you need are a few quick and easy-to-implement strategies that will help you handle unrealistic expectations, say “no” with grace and tact, and manage the relationship to create win-win outcomes.

In this workshop participants will learn how to:

- Make powerful connections with leaders in order to communicate, interact, and connect more successfully;
- Clarify expectations and map out action steps that are unambiguous and crystal clear to avoid miscommunications and unnecessary detours; and,
- Offer alternatives with tact and poise to increase opportunities to negotiate, discuss, and re-adjust decisions or courses of action.

Participants will walk away with:

- A deeper understanding of how managers and executives work and strategies for how to tap into their driving motivators to get things accomplished;
- Tools and techniques for clarifying expectations and working effectively with their managers/key decision makers in order to develop powerful long-term relationships; and,
- A personalized action plan for managing up with tact, confidence, and composure.

About the presenter:

Jessika M. Ferm is the President of J.Ferm, LLC, an international leadership development firm, and specializes in relieving leadership and management pains for non- and for-profit organizations. She is known for her “no frills no fluff” approach and is a trusted advisor and Executive Coach to leaders in the US, Europe, and Middle East. She draws from her diverse experiences working in higher education, corporate America, and being a successful entrepreneur. She received her Master’s of Arts in Teaching/Instructional Design and Bachelor of Science in Management/Leadership from Johnson & Wales University in Providence, RI where she also taught leadership for four years as an adjunct professor. She is a master-level executive coach and a Certified Professional Behavioral Analyst. Ms. Ferm grew up in Sweden and has lived in the US for 16 years. She currently resides in Columbus, OH from where she manages J.Ferm’s Columbus, Boston and Gothenburg offices.