

# THE OMBUDS OFFICE

*We're here to listen with an open mind.  
We're here to help resolve problems fairly.*

[stonybrook.edu/ombuds](http://stonybrook.edu/ombuds) • (631) 632-9200

***Confidential      Impartial      Informal      Independent***

## What is Managing UP?

- “Is about learning how to work within the confines of an organization to get what you need, while helping your boss and the organization meet their objectives. It’s about using influence and acting with integrity and purpose.”  
*Source: Suddenly in Charge by Roberta Chinsky Matuson*
- “Is simply a conscious approach to working with your supervisor toward goals you both care about.”
- “The aim is to achieve a mutually beneficial relationship.”  
*Source: Managing Up, 20 Minute Manager Series, Harvard Review Press*

## 10 TIPS

1. Bring your best self to your work and/or study every day. Maintain a positive attitude regardless of the environment.
2. Listen more, talk less, by paying attention to nonverbal behavior (gestures, tone, facial expressions, posture, etc.).
3. Be a problem-solver, not a complainer and offer possible solutions to problems.
4. Give a heads-up on important issues.
5. Mutually establish clear goals/objectives, deadlines and follow-up regularly.
6. Identify your needs in terms of resources, training, etc.
7. Take initiative by providing updates as necessary. There should be NO surprises.
8. Take responsibility for your work, your behavior and the outcome of your actions.
9. Observe when it’s best to address a difficult issue with the other person – timing is everything! Find common ground.
10. Understand the other person’s:
  - a. Preferred style of communication
  - b. Style of handling conflict
  - c. Expectations of your work and behavior
  - d. Pressures & deadlines
  - e. Strengths & weaknesses

