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## TAKING RESPONSIBILITY FOR COMMUNICATING UP

Your skill in communicating with your manager is critical to your ability to do your job effectively and, thus, to your career. In spite of this, surprisingly few people analyze this aspect of their relationship to their managers. Most simply accept that relationship for what it is and just live with or muddle through whatever problems exist, all of which they perceive to be the fault of their managers anyway.

A more productive approach is to recognize that you are responsible for the quality and effectiveness of the communication that takes place between you and your manager. If improvement is necessary, it is far more likely to happen if you take positive action instead of simply waiting and hoping. Here are some tips for making that happen.

- Give careful thought to how you and your manager communicate now. What's good about it? What can you strengthen? Try to identify the barriers that prevent effective communication.
- Focus on your manager's needs, problems, and interests. Think about how you can reframe your communication with your manager in more effective ways. If you want to influence your manager, present your ideas in terms of your manager's interests.
- Remember that to a large extent your manager is responding to your behavior, to your communication. The more effectively you handle your communication, the more likely it is that your manager will respond effectively.
- You are one of a number of people who want some of your manager's time. Try to look at your manager's point of view.
- Keep your manager informed. Alert your manager of problems you are currently experiencing and those that are emerging. You also have a responsibility to tell your manager about your accomplishments. Above all, remember one principle - no surprises!

### About 5.12 Solutions

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