Seminar Title: Managing UP – Ensuring Your Relationship with Your Boss is the Best It Can Be

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No matter your position, central components of success are communication and expectations, both on and off the court. As a Head Coach, you’re constantly communicating with both your administration, student-athletes, alumni, and other stakeholders of your program. As an assistant coach, your communication revolves around the student-athletes you coach, your Head Coach, and auxiliary members of the athletic department and program. The majority of issues within programs stem from a lack of successful organizational communication, and often, that trouble originates from administrator-to-Head Coach or assistant coach-to-Head Coach. This means that all coaches can work on Managing UP.

"Managing Up" is the idea of being the greatest "employee" you can be, maximizing your value, and making sure that everybody necessary is on the same page while doing it. As a coach, managing up is even more important due to the wide variety of opinions, maturity levels, and communication styles you need to be fluent in. This presentation will tackle the two "managing up" situation most critical for coaches - communicating with your athletic administration, and with your head coach. We will discuss the impetus for the recent focus on this communication, the common pitfalls coaches face, ways to proactively improve your ability to manage up, and problem-solving solutions for those coaches that need to improve the relationships with their bosses.

Learning Objectives:

1. Assist coaches with communication tips for their boss – whether it be an administrator or a head coach
2. Identify opportunities to build trust
3. Discuss common pitfalls coaches face

Key Points:

1. Communication
   a. Styles
   b. Messages
   c. Channels
2. Expectations
   a. Setting of expectations
   b. Feedback on expectations
   c. Adjusting expectations
3. Success
   a. What does success look like?

Conclusion:

Clear communication and setting of expectations play the largest role in making sure you manage up effectively.