

## Supervisors And Managers

### Office Politics For Managers Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: New Hires

- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules
- Case Study
- Module Two: Review Questions

#### Module Three: It's About Interacting and Influencing

- Dealing with Different Personalities
- Build a Culture of Collaboration
- Be Nice to Everyone (Not Just Those That Can Help You)
- Be a Team Player
- Case Study
- Module Three: Review Questions

#### Module Four: Dealing With Rumors, Gossip, and Half-Truths

- It's Effects on Moral
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it Swiftly
- Case Study
- Module Four: Review Questions

#### Module Five: Office Personalities (I)

- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy
- Case Study
- Module Four: Review Questions

#### Module Six: Office Personalities (II)

- Information Keeper
- Know-it-All
- The Apple-Polisher
- Nosey Neighbor
- Case Study
- Module Six: Review Questions

#### Module Seven: Getting Support for Your Projects

- Gain Trust Through Honesty
- Be Assertive
- Blow Your Own Horn
- Make Allies
- Case Study
- Module Seven: Review Questions

#### Module Eight: Conflict Resolution

- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of a Resolution
- The Agreement Frame
- Case Study
- Module Eight: Review Questions

**Module Nine: Ethics**

- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior
- Case Study
- Module Nine: Review Questions

**Module Ten: You Are Not an Island**

- Never Burn a Bridge
- Take the High Road
- Trust is a Two Way Street
- Don't Hide in Your Office
- Case Study
- Module Ten: Review Questions

**Module Eleven: Social Events Outside of Work**

- How to Decline Politely
- Rules When Attending
- Meeting New People
- Conversation Do's and Don'ts
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations