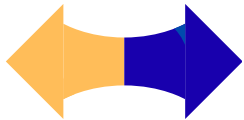


Why Managing in All Directions Matters



Upwards (with senior leaders & boards): Leaders who manage up effectively bring clarity, anticipate needs, and influence decisions without overstepping. It's about shaping strategy by offering insight, not just executing instructions.

Downwards (with direct reports & teams): Managing down isn't about control, it's about empowerment. The best leaders inspire trust, set clear expectations, and build accountability that strengthens performance and engagement.



Sideways (with peers & cross-functional partners): Silos are the enemy of agility. Leaders who manage sideways collaborate across functions, resolve conflict constructively, and create shared ownership of outcomes.

The Skills That Make the Difference

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| | Emotional Intelligence: Reading people and situations allows leaders to influence without authority. |
| Communication Clarity: Whether briefing a board or mentoring a team member, leaders need to adapt their message to each audience. | |
| | Trust & Credibility: Influence only lasts when it's built on consistency, integrity, and results. |
| Strategic Thinking: Managing up, down, and sideways requires seeing the bigger picture, aligning actions with business goals while balancing individual needs. | |
| | Today's Trend: Influence in a Hybrid World |

With hybrid and flexible work becoming the norm, influence is no longer about physical presence in the office. It's about intentional connection. Leaders must learn how to build trust and alignment across screens, geographies, and diverse working styles, ensuring no one feels disconnected or unheard.

The Payoff

When leaders master managing up, down, and sideways, organisations gain:

- ◆ Better decision-making at the top.
- ◆ More engaged and accountable teams.
- ◆ Stronger collaboration across departments.
- ◆ Cultures where leadership is a shared responsibility, not a top-down directive.