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Managing Up: A Guide to Cultivating an Effective Relationship with Your Supervisor

OVERVIEW

The employee-supervisor dynamic is inherently difficult to navigate due to the power differential. When this relationship is challenging, employees may be at risk for reduced effectiveness and performance. A poor relationship can even impact your health and well-being.

This webinar offers concrete actions and insights to positively influence your relationship with your supervisor. This proactive, empowering approach is not manipulation or "kissing up to the boss." Instead, this presentation provides perspective and tips about how to handle persistent supervisor-employee pain points that get in the way of you doing your best work.

You will learn essential skills to build trust, including how to align your goals with your boss's strategic priorities. Discover how to communicate effectively by tailoring your style to their preferences. We will also discuss how to disagree strategically by

looking at the risk of *not* saying something when you have a different idea.

By learning these necessary skills, you can unlock practical strategies for fostering a productive, effective relationship with your supervisor.

LEARNING OBJECTIVES

1. Develop strategies to align work goals with your supervisor's priorities.
2. Employ methods for building and maintaining trust.
3. Cultivate empathy and reduce frustration by accepting your supervisor as a whole person.
4. Cultivate resilience by maintaining a realistic sense of control in the workplace.

BIO

Sonya Schryer Norris is a third-generation Michigan library worker. She has over 26 years of experience in libraries, including 16 years as a Consultant in Library Development for the Library of Michigan. Since founding Plum Librarian LLC in 2020, she has served as a consultant and trainer to 12 state libraries. She's also worked as the Niche Academy administrator for seven states including the Library of Virginia, California Libraries Learn (CALL) and the Washington State Library.

Sonya has created 35+ courses on Niche Academy that have been adopted in all 50 states and internationally. Her timely Burnout in Public Libraries series became the Library of Virginia's top tutorial in 2025.

For 22 years, Sonya's articles have appeared in *Library Journal*, *Computers in Libraries*, and for Cengage. She presents regularly

for organizations including Library 2.0, PCI Webinars, the Southeast Collaborative Online Conference, the Public Library Association and state library agencies. Her current topics include intellectual freedom, managing up, burnout, moral panics driving censorship, and eAccessibility.