

# Teaching Up:



'Explaining it' to someone more senior than you in the organization's hierarchy.

(even if they didn't necessarily ask)

**They're intimidated to ask questions and look "not smart"**



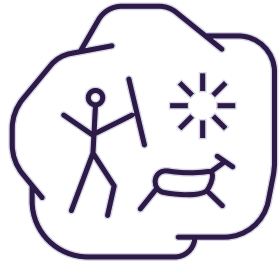
## Teaching up is awkward

- They are “supposed” to know.
- I don’t want to “insult” them.
- They think they know, (maybe they did know) but they don’t still know.
- How would I start?
- Do I have enough time?



**What are some of the common scenarios to ‘teach up?’**

# You're probably already doing it...



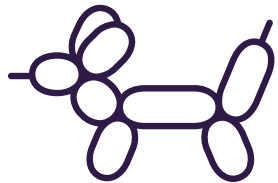
Crisis Decision Making



Proposing User-Impacting Changes



Discussing Trends & Research



Budget Justification



Communicating Big Changes



Audits, Regulatory Exams, Client Reviews

# What are some indicators to 'switch it on?'



**“who else is doing this?”**

Congrats: You have their attention!



**“what do you think?”**

They don't have a decision framework to guide them. Give them yours.



**“is that the right time?”**

This is an invitation to collaborate. Take it!



**“we cannot”**

Exhale. This is hard, but you can do it.

# And yet, it (sometimes) goes sideways



## They're expecting a different response

It's not that they want you to give a certain answer. However, the scenario calls for a different 'level' of discussion.

In order to properly 'teach up' you'll break that cadence / tempo.



## You're too wordy

You're probably flustered and didn't take a beat to think. Slow it down. Shorter sentences. Just the key points.

They're smart enough to follow.



## You don't actually start at the top

This is likely b/c you wanted to use less time. But the result is actually more time and confusion.

You NEED to start at the top to make sure everyone is there, but you can zip through sections to arrive at where you need to be.