



Suddenly in Charge: Managing Up, Managing Down, Succeeding All Around

By Roberta Matuson

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As companies reorganize and reengineer, thousands of people are finding themselves tossed into management every day. "You may go to bed as a member of the team and wake up to find yourself suddenly in charge," says Matuson. The key to success is managing effectively both up and down the line of organization. And Suddenly in Charge provides this unique approach with two books in one: read it in one direction and you'll find all the tips and tools you need to manage down, establishing credibility with your team and leading in a way that both builds rapport and garners respect. Flip the book over and you'll find success strategies for managing up, interacting successfully with your bosses and developing strong relationships. In the Managing Up side of the this book, you will learn how to manage your relationships and responsibilities as an employee, including how to understand the boss's style of management; deal with dictatorial, indecisive or otherwise difficult bosses; promote yourself; ask for raises; and know when it's time to leave a position. With key learning points, real-life examples and proved strategies for effective communication, Managing Up helps you navigate the world of office politics while staying true to yourself. The key to success is managing effectively both up and down the line of organization. In the Managing Down side of this book, you will learn how to manage your relationships and responsibilities as a boss, including how to stay sane during conflicts, evaluate performance, and make the hiring and firing process easier and more mutually beneficial. With key learning points, real-life examples and proven strategies for effective communication, Managing Down helps you clearly define your new role and cultivate an environment of engaged, motivated employees.

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Editorial Review

Review

Roberta's knowledge and expertise in HR is amazing! Her advice in dealing with junior and senior level managers and executives is truly exceptional! She is a wonderful person who has been an extraordinary mentor. **Pam Hoey, HR Director, Sentient Jet**

Where was this book when I started managing people? Whether it is talent selection, leadership communication, performance problems or helping your boss prosper, Suddenly in Charge is the quintessential guidebook for succeeding in the maddening-albeit fulfilling-world of management.

When it comes to management of people, Roberta sees through all the noise to the heart of the matter. **Mark Spitzer, President, Photonic Glass Corporation**

When both time and money are scarce, Suddenly in Charge is a must-have for all new supervisors or managers. Matuson's experience working in the trenches is evident and the book is written in a straightforward, understandable, and authentic manner. Oh, how wish I had this book many years ago when I moved from an individual contributor role into a management position!

When I made the leap into a senior leadership position at a small software company and was suddenly in charge, Roberta's guidance and insight was instrumental. **Rose Eastman, Senior Director, Technical Program Management, Former VP of Operations, Enterprise Knowledge Systems**

The advice I have received from Roberta over the years regarding leadership matters has been invaluable. It will be great to now have a resource like Suddenly in Charge to access whenever I need it. **Russell Whitaker, Senior Vice President, Broadcast Pix**

Suddenly in Charge is a must-read playbook for the new manager. Delivered in a unique and creative way, Roberta Matuson equips the new manager with practical tools and examples that set their course for success in all directions. **Barbara Callan-Bogia, Vice President, Organization Development & North American Retail Human Resources, Office DEPOT**

Being thrown into a new manager's role can be a lot like an ice water bath—shocking and exhilaration all at the same time! Roberta Matuson takes what can be a daunting experience and creates a step-by-step guide for new managers. Her insight, practical tips, and real-life scenarios make this book a critical read for any new manager. Suddenly in Charge proves that you don't have to learn everything the hard way!

Roberta Matuson's Suddenly in Charge offers compelling lessons for both employees and their bosses. Comprehensive in sweep and replete with suggestions, this informative read is relevant for all levels. **David Boyd, professor, Management and Organizational Development Group, College of Business Administration, Northeastern University**

Roberta Chinsky Matuson has leveraged years of experience and her significant insights into generational differences to develop a primer for managers of all ages and levels in an organization. Her direct, no-nonsense writing style results in many useful take-always in every chapter. Be sure to read both sides of the book; as she points out, managing up is just as important to an executive's success as the ability to manage

down!

Our industry requires us to be up to speed—management-wise—at all times. With Roberta Matuson, I never have to worry about this. I would highly recommend this book to any business owner. **Peter Rinning, owner, QRST's**

Not only a practical and effective management training tool, but a comprehensive corporate survival guide. Don't face the jungles of corporate management without this book close at hand. **Andrew Ashley, Vice President, Bank of America**

I was incredibly fortunate to find Roberta as a mentor right out of college. She completely prepared me to step in and be suddenly in charge in subsequent positions. **Megan Caradonna, Customer Service and Production Manager, Little Sib LLC**

Have you just parachuted in for a hard landing in management? Dust yourself off and read Roberta Matuson's spot-on primer for new managers. Matuson offers nuanced advice on how to succeed on all fronts from day one. **John Rossheim, Senior Contributing Writer, Monster**

About the Author

Roberta Matuson, is the CEO and Founder of Matuson Consulting; a management consulting firm that has been helping organizations achieve dramatic growth and market leadership, through the maximization of talent, since 1997. Matuson, known globally as The Talent Maximizer® is a thought leader with expertise in helping leaders achieve dramatic improvements in employee engagement, retention, productivity and profitability. She is also an expert on leveraging intergenerational workforce differences into opportunities. Her clients include Fortune 500 organizations as well as emerging companies.

Users Review

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John Hagen:

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