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SOMETIMES YOU HAVE TO BE "THE BOSS"

August 2020



In our leadership training here at KCS, we often have groups create descriptive lists of the difference between being a boss vs. a leader. Usually, the list of boss characteristics is more negative and the leader list is more positive.

Generally, with the vast majority of employees, you create more engagement, motivation, job satisfaction, teamwork, creativity, and the list goes on, by being a leader who encourages and builds up rather than the boss who is focused on rules and checking that everyone is following

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all the rules.

That said, sometimes you do have to be the boss.

What are some situations you can think of when that becomes necessary? Here are just a few I'll share:

- When rules must be followed for safety, for legal compliance, for consistency of quality control, etc.
- When an employee's behavior is taking advantage of freedoms and leniency in ways that either compromise work getting done, shifts work to others or creates frustration among conscientious employees who see one individual seemingly getting away with things like coming in late, or leaving early, blowing off staff meetings, not pulling their weight, etc.
- When an employee's attitude is negatively effecting the team culture

It is often difficult for good leaders to be the boss even when the situation really demands it.

Why is it so hard to step in with it's needed?

Here are a few reasons I've encountered:

- It requires a "different conversation" that is often full of anticipated defensiveness on the part of the employee. That's a challenge to have to anticipate.
- It's just plain emotionally uncomfortable. The majority of people have a difficult time embracing situations with conflict.
- It's difficult to plan what to say and how to address anticipated responses.
- If the employee is otherwise a good performer, the leader may feel the infraction isn't that big of a deal

appropriate

Create a plan
you can confidently
embrace to move
forward

**PUT YOUR EXCUSES
TO BED
AND GET COMFORTABLE
WITH BEING
UNCOMFORTABLE**
- BOSS BABE -



**Workplace
bullying.
If you don't
step in, you're
supporting it.**



in the big picture.

- If the employee is not otherwise a good performer, than addressing their behavior and performance could be starting down the road to discharge which is even less inviting to tackle.

But here's the thing – If you are their supervisor or manager at whatever level, IT's YOUR JOB! If you don't deal with it, then you become part of the problem.

Those above you expect you are on top of things and dealing with issues that should be addressed. When you don't, they question your skill to manage, your ability to handle problems and whether you belong in the role they've entrusted to you.

Those who report to you count on you to deal with the problem team member. If you don't, you make their jobs harder, damage their motivation, frustrate them and lose their respect.

No one else in the organization has the "authority" to step in and reprimand your direct-reports. It's your job. Yes, your boss has the authority, but do you want him/her stepping all over you by doing that? If you fail to address the problems, it may also be impacting your own peers, other departments and even clients and customers.

So, maybe you're willing and you want to do the responsible thing as a manager, but you're unsure of how to approach the person or the situation.

I Can Help!

- Reach out to me for a complimentary call and/or
- Email me if you'd like to sign up for one of my 1-hour webinars "Handle Difficult Conversations with Confidence" and I'll schedule it to accommodate those of you who would like to join.

Being a GOOD boss is important in any organization, but it's particularly IMPORTANT for small business. With smaller businesses, you really have the opportunity to SET THE TONE for the entire company.

-Rob Sheehan



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- As a follow-up to the webinar, I'll work with you to help you script your difficult conversation in advance.

Remember, being a leader who encourages, inspires, gets out of the way to let your talented team do their thing and leads them toward a great vision requires respect. You lose that if you fail to deal with problem employees. So yes, sometimes you have to be the boss. How you deliver the message is the topic of September's newsletter and October will be about ways you can get out ahead of employees becoming problems so you may not have to have the difficult conversations!



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Joy is a conference speaker, team and leadership development consultant, customized trainer and facilitator and a Certified Professional Coach with expertise in personal career coaching, job offer and salary negotiations and executive coaching.

As an Insights Discovery® licensed practitioner, Joy provides clients the added value of the Discovery® Portfolio of tools when working with individuals, teams, leaders and organizations to create inspiring visions for collaborative, cohesive teams to produce superior results.

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