

Great Boss Tip Sheet



The brave might want to ask staff for a rating against their own criteria!

Celebrate as much as you can

Find as many reasons as you can to celebrate. Celebrate as a team, celebrate individual successes. A promotion, a new contract, a birthday, reaching a deadline..all these things are **appreciating the people and giving them a lift** which motivates them. Watch a team perform when they're recognised!

Reward

Reward those who do; when you have a team of varied levels reward everyone who does well – not just those who are paid more to do more in a higher profile role. If people succeed in their role, tell them. If they exceed their role, tell them and **tell them how you're paying close attention** to it.

Allow openness

Let people say it straight. Let them be able to voice their opinion. Allow people to disagree. Teach people how to disagree and debate **constructively**. If you know you don't like conflict, deal with it so it doesn't cause a problem for your team's communication.

Be fair

Justice, trust, honesty, integrity are all values people want to be able to rely on at work. Teach your staff **to know what they can all expect from you**. Imagine being a teacher with your own child in your class, don't overcompensate by coming down hard and don't favour them either. Treat people equally, tackle those who under-perform or don't do as you ask and share your compassion.

Give feedback

Give it **honestly** with examples. There is no point telling someone how they seem like a "giraffe" (yes, I'm using a daft example) if they don't know what a "giraffe" is like. Tell someone, "when you do x I'd like you to avoid doing x and improve by working on your y"
Ask them to describe how it is for them.

Get input

You don't have to do the hard work. Staff will do the thinking for you if you let them. They'll love the chance to give their ideas. Sometimes they're closer to the subject than you can be. It's a **chance for them to feel valued**. They will provide you with answers you didn't know there were questions for.

Be honest

Set a great example and watch them follow you. People do not respond to your words as much as **your actions**. Aim to lead, not be a boss. Always aim to reach the next level up in your man management abilities.

Watch their health

You don't need to mother your staff but do keep an eye out for **warning signs** such as

- Skipping lunch or eating it whilst walking or typing
- Rearranging social engagements due to work, never leaving on time
- Never exercising

When 2 of the above are regular habits, staff will not be at optimal performance or alleviating stress, possibly suffering mood swings and frequently off sick.

Listen carefully

People know when you don't hear them. Worse, they know when you don't listen to them at all! Repeat back to people an exact phrase to acknowledge that they said it and how they said it. Anything you do not understand, anywhere your brain "took a break" or when you were caught up on their last phrase, **ask** for a repeat or clarification. **It's a compliment** that you really want to hear what they have to say in the way it was meant.

All change: But You change first

"Be the change you want to see in the world" said Ghandi. Contemporary work usually means implementing some change almost constantly and this requires a change in attitude followed by behaviour. Closely **look at yourself** to ensure you have done this so you're leading people to follow you. Then they'll be inspired and realise your request is authentic. Most of us know too well that "Do as I say, not as I do" has passed its sell-by date but sometimes it's harder to demonstrate.

Take an outside interest.

A staff member's birthday; their child's first school play; a sick parent; the fundraising fun-run; are all important. Acknowledging and taking an interest in their **life outside of work** and demonstrating you care about them as a person wins you much trust and they will feel more comfortable at work.

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Be in credit

Credit staff where it's due. Telling an external contact that the wrong staff member drafted a strategy will damage the relationships between all three of you. You're already the boss, your boss doesn't need to know which bit you did and your boss wants to know you have leadership skills. Tell your boss and **broadcast** to colleagues which parts of work which staff member can take credit for.

Thank God it's Monday

Do you have a TGIM culture? It's hard enough after a weekend to contemplate work but if it's a great place, Monday is so much better. If you're the boss, the onus is on you to create it – which you can do with some subtle interviewing of your staff in 1:1s. If you love it and they love it, Monday's could be excellent. Sometimes even a team meeting Monday morning (especially in a detail-driven industry where weekly figures are important) can **drive a gentle but warm focused start to the week.**

Walkabout

Only ask people to do essential work and not whimsical stuff. This doesn't mean don't delegate things you shouldn't be doing on your pay, it means don't insult them with un-necessaries. By walking around your office and having a chat with staff, you can quickly assess what they're into and what is pure drudgery.

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