

Managing Your Manager so You Both Enjoy the Experience

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Learning Outcomes

- Demonstrate an understanding of different types of bosses
- Make challenging bosses look good
- Communicate concerns without getting in trouble
- Position yourself as a valued member of any boss's team.

Step 1: Understanding the 5 Primary BOSS Types

Type	Behaviour
Bully	Threats; intimidation; open humiliation
Micromanager	Tight leash; hovering; managing every detail
Poor Communicator	Little direction/feedback; often leads to blaming
Saboteur	Undermines; takes credit; blames
Fickle	Unpredictable moods; chummy, then turns on you.

Understanding These BOSS Types

Why Might They Act This Way?

- Pressure to keep their own job
- Fear of losing corporate power
- Threat of budget cuts, staff layoffs
- Own bad boss!

In other words, it may not be who the person is, but how they are dealing with their own circumstances.

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Step 2: Making the BOSS Look Good	
Type	Response
Bully	Assertively stand up for yourself (not loud or angry); seen as voice of reason while others run & hide (NLP)
Micromanager	Build trust by getting things done on time with attn. to details; proactive communication - before they ask
Poor Communicator	Be proactive; ask many questions up front, with diplomacy, before starting; summarize and confirm in writing
Saboteur	Be careful – make them look good (but not at your expense); keep detailed notes (paper trail)
Fickle	Don't take mood changes personally – probably not about you; limit communications to only the essential when you see this behaviour.

Step 3: The C.A.L.M. Approach
<ul style="list-style-type: none"> • Communicate – open, honestly and frequently • Anticipate – How the BOSS will act, and respond accordingly. Don't stick your neck out in the face of a tantrum! Do a "reverse" time out – get yourself out of there!! Don't fight fire with fire with a bully (You need to call a client) • Laugh – Diffuses tension and breaks barriers • Manage Up – Be a proactive problem-solver, a role model and a provider of positive energy.

Step 4: Making You Look Great
<ul style="list-style-type: none"> • Think about it... • What impact do these terrible BOSSES tend to have on their subordinates? • The FEAR FACTOR drives many people to take a "lay low" response – to stay under the radar • This represents a great opportunity for you to excel! Handle this well and you will be saying... • "Wow, am I ever lucky to have such a terrible BOSS!"

Making You Look Good
<ol style="list-style-type: none"> 1. Be the diplomat – sandwich negative information between the positive, and always end with a positive 2. Praise the BOSS for the things s/he does right – they need it too 3. Talk about the positive things you love about your job – to everyone, not just your BOSS 4. Show an interest in your BOSS as a person – interests, family, names of children 5. Empathize with your BOSS – acknowledging the challenges s/he faces.

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Making You Look Good

6. Don't whine – have solutions. Deliver a non-threatening message of how your boss can achieve greater results on future projects.
7. Be happy (Smile) – people like happy people and tend to make those around them happier
8. Offer Choices - Instead of posing your request as a Yes or No question, offer your TOT choices. In other words, don't ask, "Can we end the meeting early today?" Rather, ask, "Should we end the meeting at 4:00 PM, or at 4:30 PM?"

Assertively Change the Focus from "Me" to "We"

When asked to do the impossible, the ridiculous, the unethical, the... (you get the picture)

"I have a concern that if we focus our time and effort on this other task, we will:

- - be seen as negligent by family members"
- - be held to account by the inspectors"
- - be late submitting to the government"
- - fall behind preparing for accreditation"

I.....the issue.....the impact.

One Final Strategy

- When you disagree with the BOSS...
- When you are asked to do something that you think is unreasonable or wrong...

Ask a question that relates the situation to your organization's core values:

"How does this relate to our value of _____?"

(A question is not an accusation, and everyone is accountable to the organization's values)

Warning!

- If you are defensive...
- If you are not communicating...
- If you take things personally...
- You are only making a bad situation worse!

And now...

You are part of the problem!!!