



Great Bosses!

As Dominique Leroy is leaving Proximus today, the timing looks right to say something more about great bosses. Although I don't know her personally, I have a feeling she is one of them.

I just remembered an article published by Dr. Travis Bradberry earlier this year (12 Feb. 2019). In his article he firstly explains how Google makes managers everybody wants to work for. He then goes into the unique qualities of unforgettable bosses. I filtered out the following...

It reads like an inspiration for us all.

- **Great bosses are passionate, first and foremost.** Few things are more demotivating than a boss who is bored with his or her life and job. If the boss doesn't care, why should anybody else? Unforgettable bosses are passionate about what they do. They believe in what they're trying to accomplish, and they have fun doing it. This makes everyone else want to join the ride.
- **They sacrifice themselves for their people.** Some bosses will throw their people under the bus without a second thought; great bosses pull their people from the bus's path before they're in danger. They coach, and they move obstacles out of the way, even if their people put those obstacles there in the first place. Sometimes, they clean up messes their people never even knew they made. And, if they can't stop the bus, they'll jump out in front of it and take the hit themselves.
- **Great bosses play chess not checkers.** Think about the difference. In checkers, all the pieces are basically the same. That's a poor model for leadership because nobody wants to feel like a faceless cog in the proverbial wheel. In chess, on the other hand, each piece has a unique role, unique abilities, and unique limitations. Unforgettable bosses are like great chess masters. They recognize what's unique about each member of their team. They know their strengths, weaknesses, likes, and dislikes, and they use these insights to draw the very best from each individual.

- **They are who they are, all the time.** They don't lie to cover up their mistakes, and they don't make false promises. Their people don't have to exert energy trying to figure out their motives or predicting what they're going to do next. Equally as important, they don't hide things they have the freedom to disclose. Instead of hoarding information and being secretive to boost their own power, they share information and knowledge generously.
- **A great boss is a port in a storm.** They don't get rattled, even when everything is going haywire. Under immense pressure, they act like Eugene Kranz, flight director for the Apollo 13 mission. In the moments after the explosion, when death looked certain and panic seemed like the only option, Kranz kept his cool, saying, "Okay, now, let's everybody keep cool. Let's solve the problem, but let's not make it any worse by guessing." In those initial moments, he had no idea how they were going to get the astronauts home, but, as he later explained, "you do not pass uncertainty down to your team members." People who've worked for an unforgettable boss often look back later and marvel at their coolness under pressure. That's why, 45 years after Apollo 13, people are still talking about Eugene Kranz and his leadership during that crisis.
- **Unforgettable bosses are human,** and they aren't afraid to show it. They're personable and easy to relate to. They're warm. They realize that people have emotions, and they aren't afraid to express their own. They relate to their people as a person first and a boss second. On the other hand, they know how to keep their emotions in check when the situation calls for it.
- **Their work is truly a team effort,** and their people feel accomplished when group goals are met. Since these bosses don't believe they are above anyone or anything, they openly address their mistakes so that everyone can learn from them. Their modesty sets a tone of humility and strength that everyone else follows.

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We all want change, but we constantly tend to fall into our old habits. Are you looking for someone who can give that little push so that you and your co's will effectively support change? Then you've come to the right place. I am ready to guide you, with humor, creativity and lots of passion for cultural change.

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