

THE EXTRA POINT

BY JERRY ROBERTS



891 Things a Boss Should Not Do

It's not possible to discuss everything a boss should not do. There are a lot of things that make employees want to scream. As you are heading for work this Monday morning, let's see if we can line up a few of those don'ts. I'm Jerry Roberts, and bosses — don't do what's coming next, on The Extra Point.

I caught an interesting conversation online a few days ago, about the things that bosses do to drive employees up the wall. Most of these things I have personally seen where I've worked, and people weren't happy about it.

If you work in a place where this kind of stuff happens, as Bill Clinton once said, I feel your pain. If you're a boss who inflicts this pain — inadvertently or otherwise — take note.

1. Looking upset all the time. I once worked for a guy who went eight to five with a sour look on his face. I don't think I ever saw him smile on the job. One day, on the weekend, I ran into him and his family at a park. He was playing with his kids and having a good time.

I was stunned. He was a totally different guy. He spoke to me, introduced me to his wife, and we chatted for a minute or two before I moved on.

Monday morning, I walked in, went past his office, he looked up at me — and had that sour look again. I don't think he liked his job. If he did, he should have told his face.

2. Overreacting. Some bosses turn molehills into mountains, making small issues seem like big problems. First, it does no good for your team's productivity to worry everybody about something that's manageable.

Generally speaking, it also makes no sense to involve everybody. If someone doesn't have a direct role in solving the problem, leave them alone to do their work, while others do what

needs to be done.

3. Calling meetings at the end of the day. In this online conversation, one of the contributors said her boss had a habit of calling sales meetings at 4:30 on Friday afternoons, and often these ran an hour or longer.

This manager was a middle-aged woman whose kids were grown, and she apparently wasn't in any hurry to go home to her husband.

She said she didn't want to wait until Monday to get the next week's activity lined up. Reports had to be filed, there was sometimes weekend work, and it was a huge pain point for the sales team. If you're a manager, this is to be avoided if at all possible.

4. Correcting language and style in emails. More from the online gathering. Some bosses want emails phrased just so, and they critique every word. Not because the worker doesn't write well. The manager just likes a certain style. If this is you, and you constantly correct the language used by workers, and you're not going to stop doing it, I've got the answer.

Create a series of templates that use the exact language you like, and workers can customize them with the name of the recipient.

5. Calling workers late at night, on the weekends, on their day off, even on their vacation. I've had this happen. Maybe you have, too. I look at it two ways. One, it's great to be thought of first, when the boss needs help, or is worried, or just wants to run something by you.

It's different when it's frequent, and when there surely should be somebody else who has the information needed.

(Con't.)

I realize that's not always the case. If you're a manager and your boss is asking for something, you may need an answer fast. I get it, those things happen. It's understandable. That said, try to give workers some separation from the job outside of normal working hours.

Those are just five things that workers generally don't like. There's more, and we'll visit this topic again. For now, just do your best not to do this stuff, and your team will be grateful.

That's The Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

###

For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

