

The image features several black silhouettes of business professionals against a light, textured background. On the left, a large silhouette of a man in a suit stands with his hand to his chin in a thinking pose. In the center, a woman in a business suit stands with her hand on her hip, holding a folder. To her right, two men in suits stand together. The overall aesthetic is professional and minimalist.

BE A GOOD BOSS

staff may experience friction with others. If they come tattling on one another to you, listen to them carefully. If someone is not fulfilling his own responsibilities or is mistreating another employee, you will need to step in and resolve the conflict yourself.

■ **Deal with any problems quickly and directly.** Any boss who is busy totally understands this concept: "I don't need all the details. Bottom line is for me." When you see a problem, deal with it quickly and don't nag your people about it later - let done be done.

■ **Tell your staff how much you appreciate them.** Never hesitate to pat your employees on the back, compliment and thank them for their excellent service - if customers are there, letting them know how you value your people can go a long way towards the customers actually having more faith in the services your business provides.

■ **Share your goals with your employees.** Tell them what makes you happy and ask them directly to help you reach your goals. "Hidden agendas" in a leader are damaging to morale because they create confusion in those who work for them. Employees love to feel helpful and accomplished. Your job is to tell them how to achieve those feelings.

NST 24/8/12. ARS 12.

YOU ARE THE BOSS, but it is no fun being a boss who is not respected, ineffective at managing staff, or is even actively disliked. You are leading your staff as they get it done, to be sure all regulations are complied with.

Realise that management succeeds via the efforts of the workers. Because you are in charge does not mean you deserve all the credit for the work done. On the other hand, being a good boss and empowering your people to make daily decisions does not abdicate your authority.

There will be times when you have to remind them you are the final word on all matters. Here's how to be a good boss:

- **Delegate responsibility and then trust your people.** Micro-managers are never appreciated. Once you have trained someone to handle a task, allow him or her to handle it without interference. Different people have different approaches, and someone else's way of doing something may be just as efficient as the way you would do it. Constantly correcting your people undercuts their

confidence and does not allow them to exercise their own style.

- **Know your employees to know your strength.** Watch your staff, get to know them as individuals. Understand their motives: Why do they work in this company? Why do they work in this department? What excites them? Some may love the work. Some may love the flexible hours. Some may love the retirement plan. Whatever that is, do your best to understand. That allows you to enhance, adjust and align their motives with your goals.

- **Clone yourself - many times.** Once you have identified good candidates, teach them your job. Teach them to be you. The best boss trusts his or her staff and re-creates himself many times over so that in case of emergencies, or in his absence, he will have excellent help that can be utterly relied upon.

- Empower your staff to make critical decisions,

and don't second-guess them. If you have done a good job of training your people, then you must believe they are doing their best to act in your, and your company's best interest. Even if they make a wrong decision, or handle a situation in a way you would not have, don't second guess or berate them. Instead, use it as yet another training opportunity.

- **Create a clear chain of command.** If you are the owner and have a manager, be sure the rest of the staff understands the chain - they are to take problems to the manager first, and only if they are still unsatisfied should they escalate it to you.

- **Help them learn to work out issues without your intervention.** Sometimes one or more of your

- **Learn to be an effective listener.** Your employees deserve to be heard when they have concerns. Allow them to finish talking before you speak; do not assume that you know what they are going to tell you before they finish talking; do not form objections in your mind while they are talking. Instead try to be fully engaged while they are talking. Acknowledge their points, which does not mean that you agree, but it does mean you understand their concerns.

- Compiled by 1Klassifieds Team

