

## WHAT IT TAKES TO BE A BOSS EMPLOYEE'S LOVE:

To be a successful "Leader" in business means that you need to be good at what you do, ideally have done the job that your employees are doing and possess integrity. It's your job as a leader to build healthy relationships, connecting with employees in meaningful ways, in order to ensure healthy company success.

### **Communication & involvement**

Communication is one of the very basic social human interactions – without it people start to feel isolated and alone. This is also true in business; people need to feel that they have a voice within the company that their thoughts, ideas and even issues are being listened to. Of course communication is a two way street – so as a boss you need to make sure that you always make an effort to talk and discuss ideas with your team and get back to them on theirs issue – no matter how small.

### **Treat people as human beings not transactions**

People don't work FOR YOU / A COMPANY they work WITH YOU. As a leader never make the mistake of talking of introducing a team member by saying, "this is john, he works for me", if you do then you may not want to listen to their response. Saying that someone works for you implies that you are above them and better than them, you're never going to win boss of the year by saying this.

### **Invest in those you value**

The ultimate test of value in a relationship is how much time, interest and support you are willing to invest. Rather than ask, "What have you done for me lately?" turn the tables and ask yourself what you've done lately for those you truly value.

Here's one way to invest for great dividends: identify the potential in an employee that he or she doesn't recognize in him- or herself. Often people are blind to their own abilities or potential, and good leaders not only recognize these latent strengths, they help develop them.

### **Be involved, but know your limits**

You can work in the same office space with people every day and still be absent because you are preoccupied with your own worries. An open door policy means nothing if you don't stop what you're doing long enough to give your attention to those who walk through it.

How can you do this? Make it a point to "check in" with every employee each day. That means a simple but sincere question: "How are things going?" Listen and if necessary, probe for information you can use to support your employees. Identify frustrations they are facing, opportunities they've recognized and gauge their emotional energy and commitment to their work.

You'll know you're micromanaging when you're spending more time telling someone how to do something than you are in clarifying what needs to be done. A thorough explanation with a chance to ask questions is vastly different than a droning presentation about how you'd do it. Give people the freedom to achieve the best results in their own way.

### **Show gratitude and sincere appreciation**

I've heard a lot of complaints from employees who feel underappreciated by their manager, but I've never heard anyone complain they were recognized, rewarded or appreciated too much. I'm puzzled at why so many entrepreneurs and leaders are reticent to voice appreciation. Don't be afraid of over-doing it. You connect with people more deeply when you recognize the best in them and let them know.

Powerful ways to show appreciation can be, sending positive client feedback direct to the employee and their team mates – making them feel good about themselves. There can be more power in a customer's expression of a job well done than simply acknowledging it yourself. However, do make sure that each week / month you have expressed appreciation to each and every employee verbally and in writing over email. Add it to your day plan!

