

Effective Relationship Boss Series Excerpt 1

This cast provides guidance to a professional who is a High I in the DISC Model, working for a manager who is a High D.

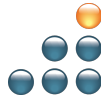
Understanding your boss's behavioral tendencies is a key part of being effective in any organization. Far too many professionals we know don't take their boss's approach to things into their own planning. They get frustrated by what they think the boss "ought" to do...which is usually what they themselves would have done. *But that only makes sense when you have similar tendencies to your boss.*

The fact that we can't change our boss, and we certainly can't manage our boss, doesn't mean that we can't understand her, and modify our behaviors to be more effective in working with her. Ideally, a manager will learn about the strengths and weaknesses of each of his direct reports. But even if he doesn't, you can still modify what you do in your interactions with him, to improve communication, reduce conflicts, and improve overall effectiveness. Here's how to do that.

- 1. Your Boss's Tendencies And Desires**
- 2. Work Product**
- 3. Communication - Overall**
- 4. Communication - Face To Face**
- 5. Communication - Meetings**
- 6. Communication – Briefings**
- 7. Communication – Email**
- 8. Communications – Telephone and Voicemail**
- 9. Communications – Reports/Reporting**
- 10. Manager Tools Managerial Behaviors – One on Ones**
- 11. Manager Tools Managerial Behaviors – Feedback**
- 12. Manager Tools Managerial Behaviors – Coaching**
- 13. Manager Tools Managerial Behaviors – Delegation**



Each Section is followed by, "what this means for YOU," based on YOUR DiSC Profile



1. Your Boss's Tendencies And Desires.

Your boss spends a lot of his time thinking about overcoming obstacles to achieve the results he wants.

- He wants to make decisions, take action.
- He does not want to get bogged down in how people feel, or in the details of how things are going to get done.
- Your High D boss might very well be the poster child for tough, no-nonsense, driven leader. (This may be mitigated by whether he or she is High in I or C as well).

Your boss doesn't like chit-chat.

- He doesn't like, or at least he likes to a lesser degree, the whole idea of "getting to know his people."
- Note we say he doesn't like it – that doesn't mean he doesn't do it.
- Lots of High D bosses know that to get the most results, they have to "tolerate" some interaction with their team members.

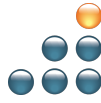
Your boss wants straightforward, direct communication.

- She wants you to cut through the crap – whether it be details, or interpersonal issues, or not enough time, or struggles with external agencies – and get right to the bottom line.
- She doesn't want you to tell her stories, or go through all the work you did.
- She wants you to make decisions, and take action.

Your boss doesn't want to hear the time you spent discerning fine details.

- He doesn't *believe* that a small difference between two variables of ten is really the key to understanding something.
- He's already made up his mind that one of those variables matters, and he's decided what it means, and he's acting on *that*.
- He doesn't *believe* that how the team feels about a change he's already decided upon will make any difference in implementation – they just "ought" to do it.
- He doesn't *believe* that getting approval from *all* the stakeholders about how to market the new idea will make things go smoothly later...or if he knows that it might, he still doesn't like that it might.

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Effective Relationship Boss Series Excerpt 2 (Different Cast)

What Your Boss's Tendencies And Desires Mean For You.

Sound familiar? Hopefully, a lot of these tendencies are familiar to you, as a High C.

- That said, there are differences worth noting.
- Even when you have the same communication or behavioral style as your boss, you've got to consider the fact that he's your boss.
- Talking to your boss who has the same tendencies that you do is NOT the same as talking to a friend of yours who behaves the way you do.

Overall, though, it's easiest to have an effective relationship with a boss whose style of communicating and behaving is like yours.

- You tend too look at problems from the same perspective.
- You take similar lengths of time to think about the problem and probably come up with similar solutions.
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There is danger though.

- DiSC is amazingly accurate, but human beings cannot be divided into four groups and said to be the same.
- You can't assume that because you have the same style you will always have the same opinion.
- Secondly, this person is your boss. That role, and the experience she gained to get it, change the way she approaches some situations.

Your boss will proceed from logic and a rational argument point of view.

- This helps you because you're likely to look to at a situation about which you need a decision from the same point of view.
- In addition – because he is boss – you'll also need to make a recommendation. He might want to have all the detail and time to think that the decision requires, but now that he's boss, he has to make decisions more quickly. That means relying on his direct's recommendations – and if you haven't made one, you made life more difficult for him.

Your High C Boss will take FOREVER to make decisions.

- You must have been able to provide all the details.
- She'll want a briefing that's long enough for her to get all the information she needs.
- She won't like you giving 'enough'.