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# How To Be A Great Boss

PRESENTED BY

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# **How To Be A Great Boss**

**Leadership + Management = Accountability**

# Agenda

- **What is LMA?**
- **Leadership**
- **Management**
- **Self Assessment**

# What's Working?



# What's Not Working?



# Congratulations

## **You Are Responsible For Both:**

- **What's Working &**
- **What's Not Working**



# What Am I Creating in the Workplace?

*What You Do, They Do*



# What Am I Tolerating in the Workplace?

*“In Life, You Get What  
You Tolerate”*



# How To Be A Great Boss

**Leadership + Management = Accountability**

## Leadership

- “On”
- Clear Direction
- Creating the Opening
- Thinking

## Management

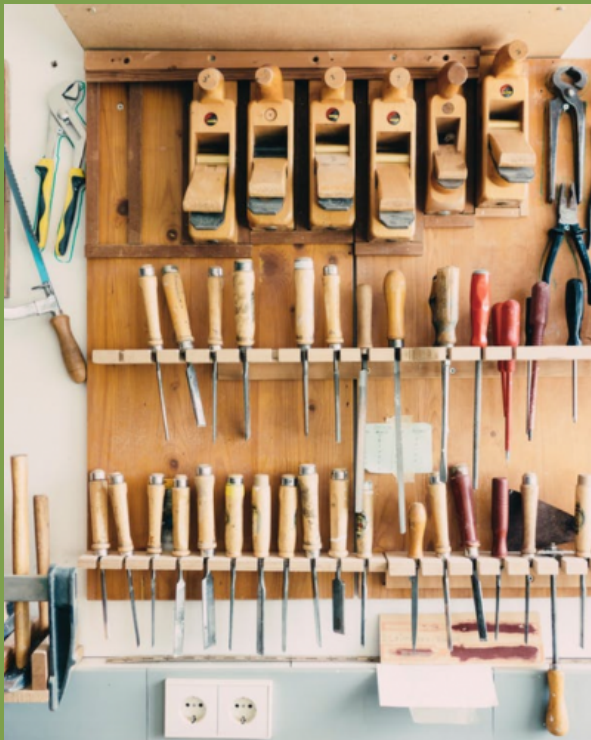
- “In”
- Clear Expectations
- Communication
- Doing (Execution)

# Definition of a Leader

**Great leaders  
give clear  
direction, not  
directions**

# **#1 – Clear Direction**

- **Don't assume they know**
- **Provide compelling vision**
- **Are specific**
- **Give timeframes**
- **Provide examples**
- **Give alternatives**
- **Set boundaries**
- **Get confirmation**



# #2 – Provide the Necessary Tools

- Resources
- Training
- Technology
- People
- Time and attention - yours

# #3 – Let Go



- Direction, tools...get out of the way!
- Delegate and Elevate
- Get it, Want it, Capacity for it (GWC)
- Let go with every single employee
- TRUST or take action

# #4 – We, not Me

- 100% clarity on vision
- Decisions support vision
- Actions support vision
- Living the values
- Walking the talk
- Company needs come first



# #5 – Take Clarity Breaks!



- Step back
- “On” vs “In” the business
- Restore confidence, direction
- Re-prioritize and Re-focus
- Daily, weekly, or monthly
- Great leaders have great clarity

# Definition of a Manager





# **#1 – Clear Expectations**

- Mine and theirs
- Roles, values, priorities, metrics
- Set context/WHY
- Meet to discuss
- Make it mutual/2-way
- Write them down
- Agree and commit



## #2 – Clear Communication

- Establish rapport/connect
- You know what's on each others minds (no assumptions)
- Listen more than talk
- Repeat back – 2 way
- Say things 7 times
- Respect
- Vulnerable

# **#2a – Handling Conflict**



- **Schedule a conversation**
- **What, not who**
- **Listen, Listen, Listen**
- **Identify points of agreement AND disagreement**
- **Find ways YOU were wrong**
- **Prioritize areas of conflict**
- **Develop a plan & Follow through**
- **Build on success**



## **#3 – Establish a meeting pulse**

- Regular cadence
- Standing agenda
- Even exchange of dialogue
- Call out & resolve dysfunction
- Identify and remove obstacles
- Support & celebrate success
- Open, honest, engaged

# #4 – Quarterly Conversations



MYTHDIRECTION.COM

- Out of office & Informal
- What motivates them
- Review Values & performance
- Review Role & performance
- Review Expectations & performance
- Coaching/Questions
- Share examples
- How am I doing?

# **#5 – Reward and Recognize**



- **Positive & negative feedback quickly**
- **Criticize in private, praise in public**
- **Be their boss, not their buddy**
- **Maintain boundaries - 3 Strike Rule**
- **Promote fun, excitement & pride in accomplishments**

# Self Assessment

# Leadership

- I am giving clear direction Y/N
- I am providing the necessary tools Y/N
- I am letting go Y/N
- I act with We, not Me, in mind Y/N
- I am taking Clarity Breaks Y/N



# Management

- I keep expectations clear Y/N
- I provide clear communication Y/N
- I have the right meeting pulse Y/N
- I have quarterly conversations Y/N
- I am rewarding and recognizing Y/N

# **Develop a Personal Plan > Great Boss**

- Keep doing the Y's**
- Prioritize which N's are your biggest opportunities**
- Commit to turning your N's to Y's - by a date**
- Set an action plan & timeline to get each practice to a Y**
- Start with the highest priority & follow-through**
- Have your reports give you their assessment**
- Push the LMA practice down to your leaders/managers**

**Q & A**

# Real. Simple. Results.

## Thank you!

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