

Notes For The Boss

10 Truths for the Person in Charge



- Everyone rationalizes; including you (we're all smart and ethical in our own eyes).
- There are lots of things you don't know and lots of people who hope you don't find out. Your "open door" doesn't keep you in the loop.
- What you allow, you encourage. Bad employees tend to come in pairs: the poor performer and the boss that fails to do what needs to be done.
- Everyone says it can't happen here - until it does. No company is immune to bad judgment or weak character.
- When someone tells you an honest but ugly truth say thank you; if you "kill the messenger," you won't hear the truth again.
- Doing nothing is doing something; the consequences of inaction are as potent as any action. Make decisions – it's your job.
- No matter how many good things you do, you will be judged by your last worst act; resentment lasts much longer than gratitude.
- Don't worry about being liked by everyone but be sure you are respected and trusted.
- Being the boss doesn't entitle you to be a jerk; treat people the way you want to be treated.
- It's all about relationships - dealing with messy and petty personnel issues is an important part of your job since workplace morale and job satisfaction are critical to success.

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