RICK CONLOW INTERNATIONAL

RCI'S "REAL-TIME" LEARNING

HOW TO THRIVE AND SURVIVE WITH A BAD BOSS

RCI'S "REAL-TIME" LEARNING

introduction

Welcome! We are delighted that you are taking this course. We believe, *"if you increase your learning and you will increase your earning."* We have designed **RCI's "Real-Time" Learning** in four niches:

- **Leadership**
- **Customer Service**
- **Sales**
- **Personal Development**

You can complete each module in 30 minutes or less to give you the help you need when you need it. Each contains practical and proven value that you can apply today. Sound learning theory supports each competency.

Each has three parts:

1. Self-assessment (5-8 minutes) …measure it!
2. Article (5-6 minutes) …study it!
3. Video and Application questions (10-15 minutes) …reinforce and apply it!

We encourage you to engage our other modules. All the skills and approaches in a niche reinforce one another. All learning to be useful must result in positive behavior or strategy changes. At the end of this module review the other resources available. We wish you the best of success-***now accelerate your career!***

Positively,

Rick Conlow

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HOW TO THRIVE AND SURVIVE WITH A BAD BOSS

assessment

→ **INSTRUCTIONS:** A bad boss isn't fun. Use this quick assessment to determine rate your manager to determine how horrible he or she may be. Use a scale of 1-5. Mark a 1 if it is very infrequently like your boss, 5 means it is very frequently like your boss.

My Boss...

1___ likes to yell to intimidate me or others.

2___ is seldom around when you need help or a decision.

3___ communicates poorly.

4. ____does not listen well to feedback.

5 __ changes priorities often so goals are ambiguous or unclear.

6 __ likes to criticize people one-on-one or in a group.

7 __ gives little or no positive feedback.

8 __ has favorite employees who get preferential treatment.

9 __ likes to swear and use profanity.

10 __ causes conflict in the workplace.

11 __creates tension and stress at work that carries over to my personal life.

12, __takes credit for success and blames others for mistakes.

13___ is often dishonest.

14___micromanages people and often harasses them.

15___Over, my boss is a poor manager ***and a bad boss.***

Note: You are working for a bad boss if you have multiple items rated 4 or 5. Of course, you knew that.

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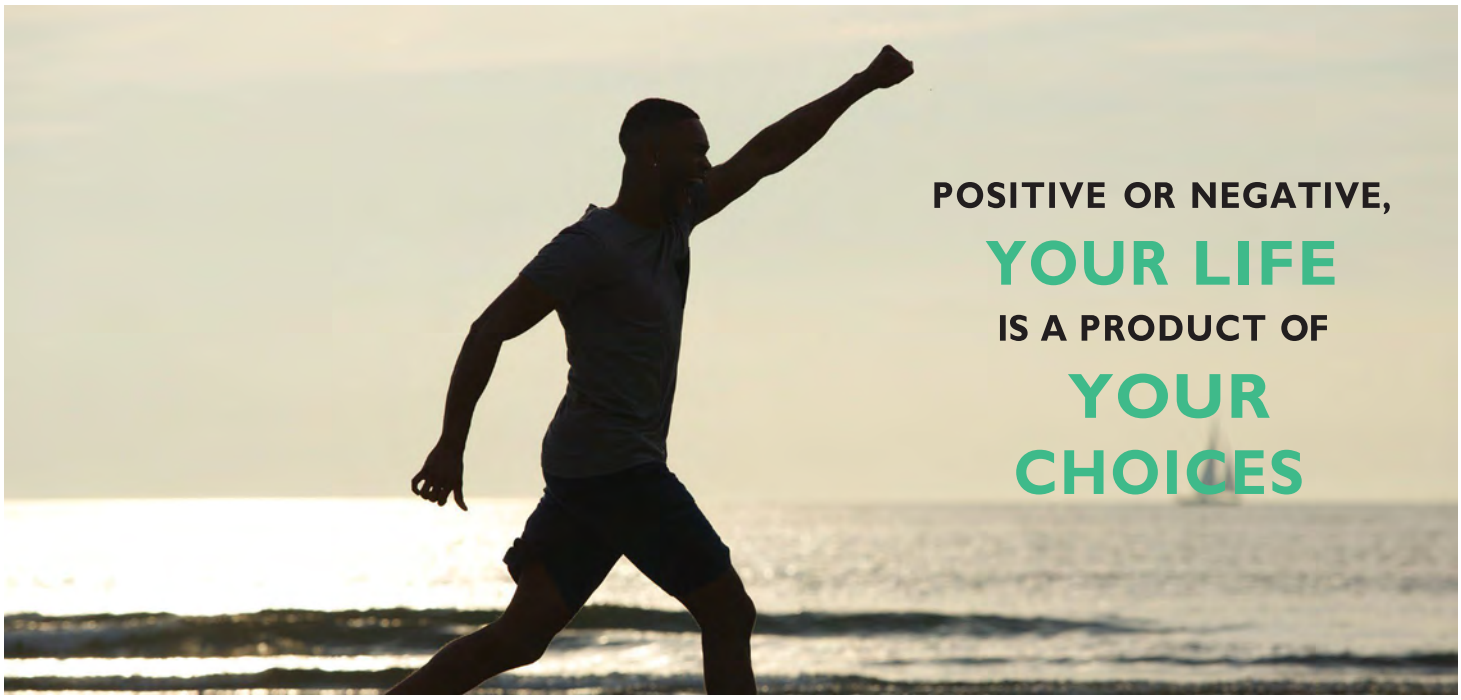

RCI'S "REAL TIME" LEARNING

7 COURAGEOUS WAYS TO DEAL WITH A HORRIBLE BOSS

A horrible boss doesn't just show up in the movies. How often have you heard someone complain about a bad boss? Everyone has worked with one at one time in their careers. It's an awful situation to be in if you have one. Type in "bad boss" on Google and you receive millions of hits.

Not surprisingly, bad boss behavior is harmful. The National Institute for Occupational Safety and Health says 77% of employees receive significant stress symptoms from a horrible boss. Research published in the Journal of Business and Psychology shows that negative leadership behavior produces lower employee morale and emotional distress.

How do you manage a terrible boss? First, consider that you can't change the person. For whatever reason, your boss is unable to lead people well. Yet, the reality is that companies keep bad bosses if they achieve their numbers or have personal relationships with key clients or executives. Second, you can only control and change how you respond. If you need or want to keep the job, don't allow yourself to be a victim or whine about the situation. While it isn't necessarily easy to tolerate what's happening, here are seven courageous and proven methods you can use to train that horrible boss or minimize your suffering.

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YOUR CHOICES DETERMINE YOUR DESTINY NOT YOUR HORRIBLE BOSS

1. Control yourself!

You spend way too much time at work to let a horrible boss ruin your career or family life. You start to manage a bad boss best by working on yourself first. Center yourself by making an honest self-inventory about your strengths and areas to improve. Are you sure it isn't you that has a problem? If it's the boss, find personal ways to let off steam: relaxation, exercise, talking with others or taking strategic timeouts. *Take the high road, treat your boss with respect, learn to do an excellent job or at least a better job.* Why does this matter? If you do your job above reproach, you lessen your bad boss's impact on your work performance, and you will feel better about yourself.

2. Clarify priorities!

Ask your boss for a meeting to clarify his or her expectations. Take notes. Create a plan, with goals and action steps for your responsibilities. Then present it and ask for input. Listen and make appropriate adjustments. Why will this help? You are minimizing misunderstandings about what the goals are and why. The incompetent boss will often be delighted with your initiative, sparing them that necessity. All bosses will appreciate this approach because it saves them time and effort.

3. Communicate upward!

Most bad bosses, especially the tyrants, hate surprises. Regularly let your boss know what's going on: email, meetings, casual update. One of my coaching clients had an obsessive data-driven manager who sent long emails at all hours. Other employees became overwhelmed and started complaining to one another. This caused them serious backlash from him. My client managed his boss with good follow-up on key priorities. It provided him with space his co-workers never received.

However, don't overdo the communication; learn the timing and process that seems to work best for your boss. By doing this you will also learn other information that will help you to help your boss look good. Why is this helpful? *This isn't "brown nosing" here.* You are specifically checking in to keep your boss off your back and to make a tough situation better for you. *A common mistake in dealing with bad bosses is avoiding or retreating from them. This just adds to your trouble.*

4. Confront strategically!

The book, Leadership Secrets of Attila the Hun, by Wess Roberts, provides a clue for dealing with a horrible leader. *Be principled, but don't be stupid.* If you fight a bad boss on everything you will lose. One manager I worked with took no gruff from anyone and had serious arguments with his no-nonsense manager. While my friend made his point, he also lost his job when he could ill afford to do so. Pick your fights and confront positively, with key data and plans to support your point of view. Document your concerns when communicating with a bad boss and keep a copy. How does this help?
You will gain the boss's respect, you will maintain your integrity, and you have a record.

5. Consult others!

Discreetly talk to other people you work with. How do they experience your boss? Is it just you? What's working for them? What isn't working? How do others manage situations like yours? Do this to broaden your perspective and learn a new idea or two.

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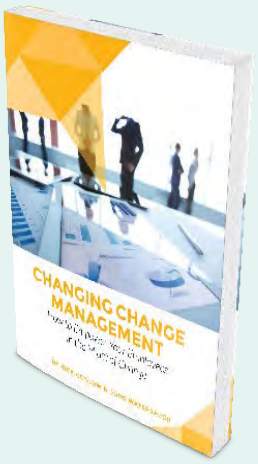
You may consider talking to your boss's boss. Research the status of their relationship. What kind of leader is this leader? Is she like your boss or is the person approachable? Bring your documentation when meeting with her and refer to it if it seems like she is empathetic to you. Going over your manager's head can come back to haunt you. Do this thoughtfully and carefully.

6. Contact HR

Use this approach if nothing seems to get better. You have to gauge the type of Human Resource team you have. *Are they compliance driven or are they employee advocates?* If they are compliance driven, they will often take the boss' side, which doesn't help you. And horrible bosses tend to get resentful. Most often it ends badly for employees. If they are employee advocates you may gain helpful counsel while they investigate and keep your comments anonymous. Certain organizations have employee hotlines coordinated through HR. Research it before you use it.

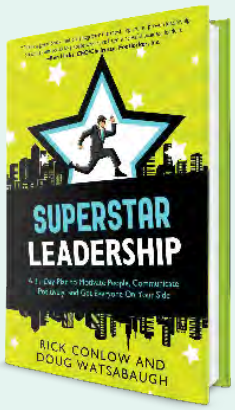
7. Cut Yourself Loose

You must determine if you can live in the situation your boss creates. If you can, use these tips to help. Yet, if you can't keep collaborating with your boss, you can always quit but *get another job first.* Remember, no one can stop you from dreaming and going for a fresh start. It is your choice and opportunity. Of course, you could try for a job at Amazon, who has a policy to pay unhappy employees to leave.



Is your company going through meaningful changes? See this complimentary eBook.

Changing Change Management



Do you want to learn how to be a one of the best leaders? If so, I suggest you check out our new book.

Superstar Leadership

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HOW TO THRIVE AND SURVIVE WITH A BAD BOSS

training video

In this training video you will learn:

- **How bad bosses affect us.**
- **7 ways to deal with a bad boss.**
- **Hope that you can work your way through it and thrive.**

review questions

1. What have you learned ***about*** dealing with a bad boss? (Review your learning with one other person)?

2. What are three ways you ***can*** thrive in your career while you go through your situation?

*"If you want your team to be better you **must** be a better leader."*
RICK CONLOW

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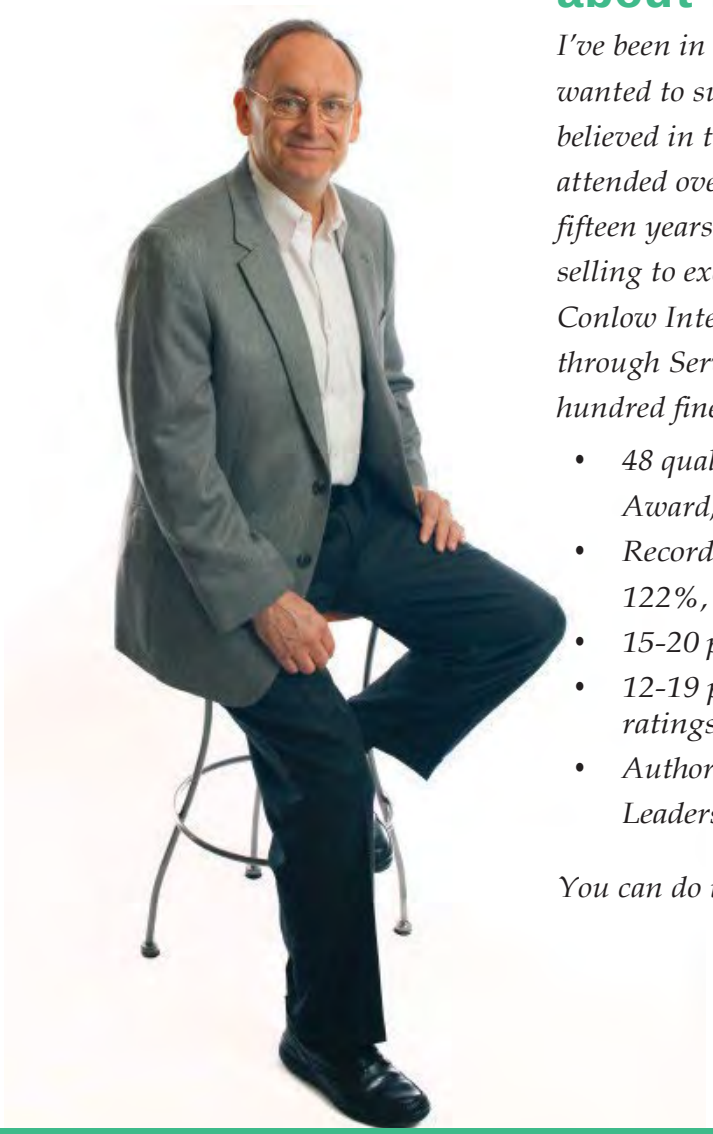

about rick conlow

I've been in your shoes; I was a manager just like you may be now. I wanted to succeed just like everyone. The first company I worked for believed in training, with this opportunity and my desire to learn, I attended over 100 training programs and conferences in a little over fifteen years. My results improved and I moved from teaching and selling to executive, with five promotions. Eventually, I founded Rick Conlow International. Our purpose involves elevating people first through Servant Leadership. We have collaborated with over two hundred fine companies and thousands of managers to achieve:

- *48 quality service awards including JD Power, Ford's President Award, and Canada's Consumers Choice Award.*
- *Record-breaking sales year after year: 30%, 48%, 52%, 75%, 122%, and 212% gains in sales.*
- *15-20 points on customer experience surveys with 50-95% NPS ratings.*
- *12-19 points on employee engagement surveys with 50-84% eNPS ratings.*
- *Author of 22 books, including the best sellers, The SuperSTAR Leadership Model and The 5 Dynamics of Servant Leadership.*

You can do this and more. Achieve top tier results; partner with us today!

POSITIVELY,

Rick Conlow

⇧ **8%**
Positive gains in retail sales growth

⇩ **57%**
Reduction in customer complaints

⇧ **5-7%**
Gains in transaction counts

⇧ **53%**
Improvement in sales

⇧ **75%**
Gains in sales to existing customers

48
Quality and customer service awards

Ford's President's Award

JD Power Award
for customer service

Canada's Consumer Choice Award

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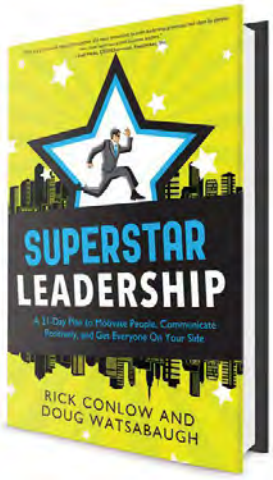
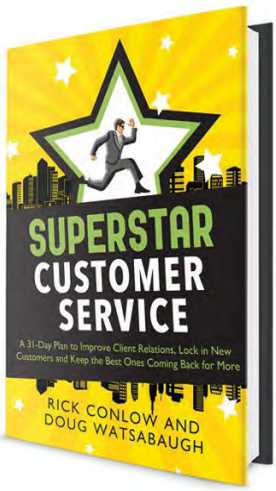
visit rick's website and blog!

website

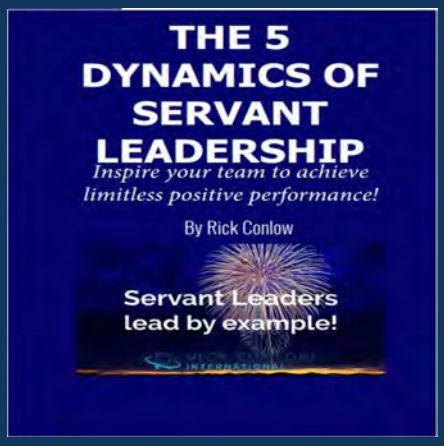
RICK CONLOW'S
SUPERSTAR LEADERSHIP BLOG

read rick's customer experience resources!





find more on **rickconlow.com/shop**



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