

WHO IS IN THE ROOM

- FOR THE MANGER, TWO PEOPLE ARE IN THE ROOM:
 - THE BOSS
 - THE SUBORDINATE
- TO DISCUSS WORK



THERE ARE OTHERS

- WHETHER THE MANAGER THINKS ABOUT IT, SILENTLY, THERE ARE OTHERS IN THE ROOM
- WHATEVER YOU SAY TO YOUR EMPLOYEE THE OTHERS WILL HEAR SHORTLY



AND EVEN OTHERS

- YOU HAVE BEEN THE BOSS FOR ___ MONTHS
- BUT BEFORE YOU?

Good Boss	Bad Boss
Great listener	Blank wall
Encourager	Doubter
Communicator	Secretive
Courageous	Intimidating
Sense of humor	Bad temper
Shows empathy	Self-centered
Decisive	Indecisive
Takes responsibility	Blames
Humble	Arrogant
Shares authority	Mistrusts

AND EVEN "SILENT" PRESENCES

- ALL OF THE PREVIOUS EMPLOYEE'S AUTHORITY FIGURES ARE ALSO IN THE ROOM



SO WHAT



- WITH THE “ENGINEERING MENTALITY” THERE IS A “PROBLEM TO BE SOLVED”

THE LISTENER



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**THIS IS A HUMAN SITUATION,
NOT A MECHANICAL ONE**

WHAT IS THE GOAL?

- DELIVER A MESSAGE
- BE HEARD



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ERRORS:

PERHAPS YOUR MISTAKES CAN
HELP OTHERS LEARN