

South Dakota Society of Medical Assistants

“Managing your Boss (even if your boss is a doc)”

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Recommendation:

Do not sit next to your boss during this presentation!

Managing Your Boss (even if your boss is a doc)



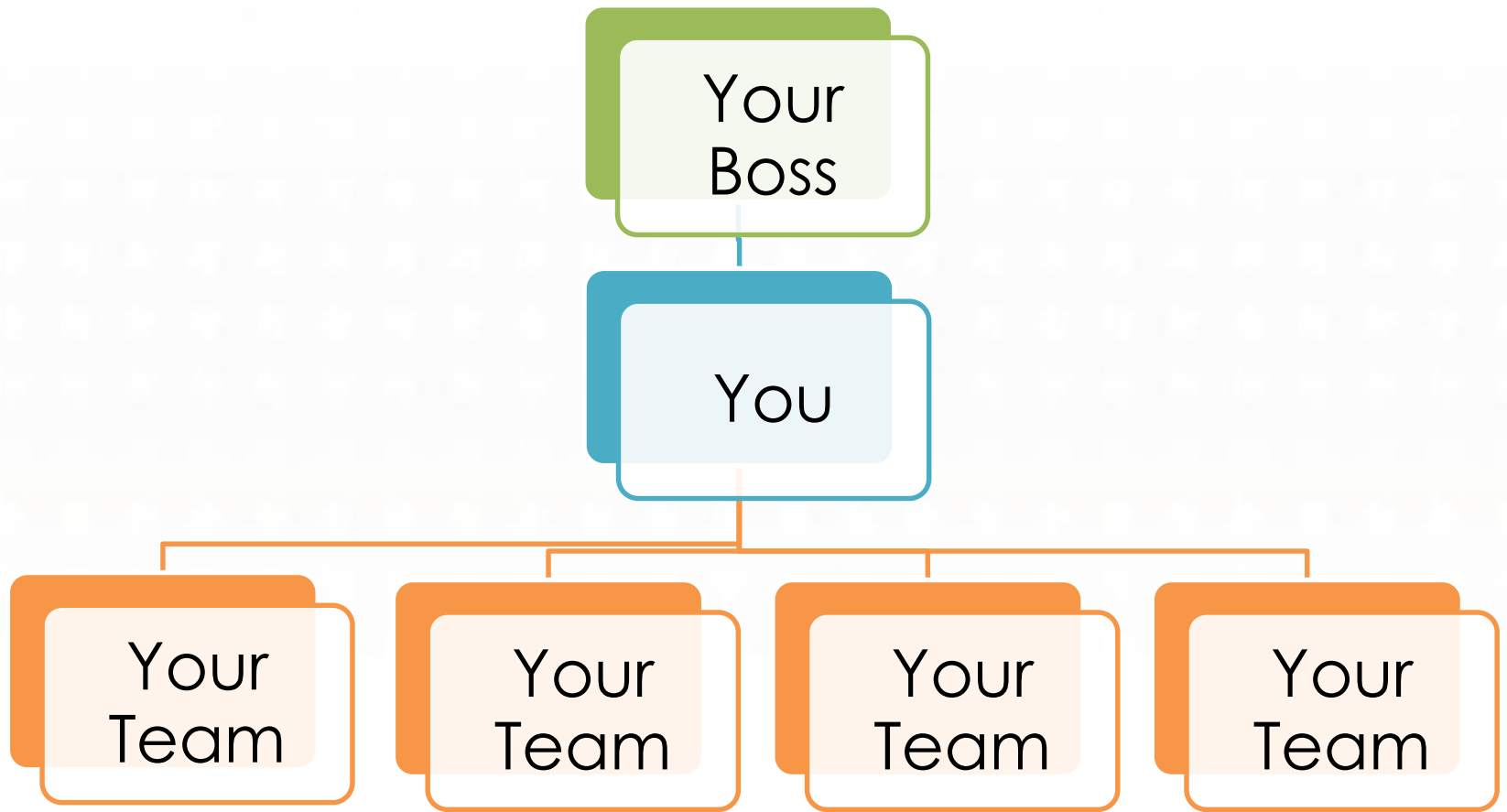


Sycophant:

A person who uses flattery to win favor from individuals wielding influence.

Managing up is consciously working with your boss to obtain the best possible results for you, your boss, and the company.







John Gabarro and John Kotter

Perfection **Y**our **R**elationship

Managing your boss requires:

- Understanding your boss
- Understanding you
- Using the information to develop and manage a healthy relationship



What do you know about your boss?

Why does it matter?

What do you know about your boss?

Question #1

Email
Phone
Face: Face
Text
Written Document

One hour before
One week before

Listener
Reader

Detail
Big Picture

Bullet Points
Paragraph



Picking grapes is an important first step to making wine.

What do you know about your boss?

Question #2

Your pressure \neq your boss' pressure

- What does he/she need from me?
- When does he/she need it from me?
- What else can I provide?
- What are the hot buttons?
- What do I need to avoid?
- How can I be supportive?

What do you know about your boss?

Question #3

Independent Decision Making



BIG



small

What do you know about your boss?

Question #4A

Learn by observing

Learn by listening

Learn by asking

What do you know about your boss?

Question #4B

Be willing

Be proactive

Be accepting

What do you know about your boss?

Question #5

There are two things people want
more than sex and money ...
recognition and praise.

Mary Kay Ash

What do you know about your boss?

Question #6

.. and I know that because...

➤ What do you know about your boss?

➤ Why does it matter?

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ACTION PLAN



Check it

**Go forth and manage
your boss (even if your
boss is a doc)!**