

Care and Feeding of a Boss



R. Henry
Migliore, Ph.D.

Everyone in Northeastern Oklahoma, beginning literally with birth, develops a continuing series of relationships with other persons. Without realizing it, we develop relationships with parents, siblings and other relatives.

As we grow older we learn to deal with teachers, counselors, athletic coaches, and pastors. We participate in a wide range of activities, including sports, band, and junior achievement. Later comes college, and some of us even become skilled

in the gamesmanship between ourselves and the faculty. All of these activities give us the opportunity to be guided by an authority figure. Some of us have even had the rare opportunity to get know a drill sergeant in the military.

Eventually most of us, for which society is grateful, go to work and begin paying taxes. That's when we cease to live off the system and become a contributing part. That's when the game of life takes some dramatic changes. At this point

we develop a brand new and most vital relationship—that with our new boss.

This new boss is a person, too, and has gone through the same stages that we have. The difference—and it's a big difference—is that he/she is one step ahead of us. They have power, the ability to reward and punish, both openly and subtly.

Because of this, we tend to assume that this formidable person has the keen insight to manage us properly. Some of us fail to realize that while we are learning how to deal with him, they also have a boss to contend with and the problems associated with that relationship.

As I have managed through a wide range of positions in industry and academia and consulted and advised in a wide range of organizations, I have had the opportunity to study this process, both as a player and as an interested onlooker.

I have noted that the state of uncertainty by all players in the game as to where they stand in the organization is a com-

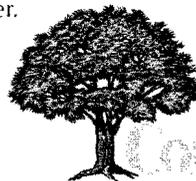


Healthy Choices for businesses as small as two.

CommunityCare now offers more flexibility to business owners with 2 to 49 employees. With our new PPO health plan, PPO and HMO plan premiums have never been closer.

Some of your employees prefer the freedom of a PPO plan, while others benefit from the lower out-of-pocket cost of an HMO plan. Either way, your employees have several healthy choices with CommunityCare. And now, at similar premiums.

When you choose CommunityCare, you're getting the best coverage from an Oklahoma company who understands what Oklahomans need in healthcare. For a quote, please call your broker or call CommunityCare's David Solomon at 918-594-5295, ext. 4610.



Oklahoma's best choice for healthcare.

Saint Francis • St. John • www.ccok.com

mon denominator that threads through this entire process. This is accompanied by a fair degree of anxiety and apprehension as to what is expected of one by higher management levels and whether one is meeting those expectations.

It is important to recognize this as a natural process and that steps should be taken to cope. If these steps relieve the uncertainty, performance might be improved.

1. Write out in a few sentences the overriding purpose of your life.
2. Ask your boss to develop a list of five key, specific, measurable results to accomplish over the next year.
3. Simultaneously, develop a similar list for yourself—what you believe you should accomplish during the next year.
4. Meet and discuss your lists. Be prepared for some disagreement between them.

5. Reach agreement on what you're to accomplish. Knowing what's expected of you will give you direction and thus increase your sense of security.
6. Now get with it, making sure you manage your resources well to assure the results.
7. Keep your boss informed on your progress; they do not like surprises.
8. At year end, review the year; see where you stand and then start the process over again.

You can be sure your boss wants to be successful. They have you on the team to help ensure that success. If there is any reason to suspect you of disloyalty or of failure to work for the common good, you're in trouble. The eight steps listed above help you assure the boss you are on target meeting expectations. 

Dr. R. Henry Migliore, Professor Emeritus from Northeastern State University/Broken Arrow and president of Managing For Success is considered an authority and pioneer in the area of Strategic Planning and Management. He has published seventeen books on this subject as it applies to a wide range of businesses, colleges and ministries. They are translated into seven languages. Common Sense Management, Biblical Perspective and An Accountability Approach are international best sellers. For more information on this columnist or to book him for your next speaking event, contact FIVE STAR Speakers & Trainers at 913-648-6480 or contact lturec@fivestarspeakers.com.



Turn Business into pleasure with both Hilton HHonors® Points & Miles.®

As a Hilton HHonors® member, you don't have to choose between hotel points and airline miles. You earn both for the same stay. At the Doubletree Hotel at Warren Place, enjoy our comfortable newly renovated sleeping rooms, caring staff and a warm cookie at check-in.

Start your day with a Starbucks Coffee in our new Starbucks Cafe or a full buffet breakfast in the Warren Duck Club.

It's always a pleasure doing business at the Doubletree Hotel at Warren Place.



**DOUBLETREE®
HOTEL**

TULSA AT WARREN PLACE

6110 S. Yale Avenue, Tulsa, OK 74136-1904
Reservations: 1-800-222-TREE 918-495-1000 www.doubletree.com

the Hilton Family of Hotels.



Hilton HHonors® membership, earning of Points & Miles®, and redemption of points are subject to HHonors Terms and Conditions. ©2005 Hilton Hospitality, Inc.