

# #GREAT BOSSES

TWEET

140 Bite-Sized Proven Ideas for  
Being Each Employee's Great Boss

**S. CHRIS EDMONDS, MHROD**  
FOREWORD BY GARRY RIDGE

An Actionable Business Journal

A THiNKaha® BOOK

Book 01

#GREAT BOSSES  
**tweet** Book01

140 Bite-Sized Proven Ideas for  
Being Each Employee's Great Boss

Book Excerpt

**By S. Chris Edmonds, MHROD**

**Foreword by Garry Ridge**



**An Actionable Business Journal**

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## Foreword by Garry Ridge

Great bosses are the glue between results and relationships. If you want to be a GREAT boss, follow Chris Edmonds' guidance!

**Garry Ridge**

President & CEO, WD-40 Company  
Co-author, *Helping People Win at Work*

Section I: What Is a Great Boss?



# Section I

## What Is a Great Boss?

This introductory section focuses on the potential for leaders to be **GREAT** bosses—to inspire **G**rowth, **R**elationships, **E**xcellence, **A**ccountability, and **T**eamwork. When employees believe their leaders are great bosses, they apply discretionary energy to team and company goals. That energy boosts productivity and creative problem solving.

Employees with great bosses are happier than employees with mediocre or lousy bosses.

They serve customers delightfully rather than reluctantly. When leaders see their jobs as serving team members kindly and with grace, remarkable things happen.

# 1

A great boss is a caring leader who inspires employees' best efforts and ideas, and removes employee frustrations daily.

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# 2

Great bosses create safe, respectful workplaces that enable top performance and deep gratification by team members, all at the same time.

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# 3

Great bosses act on their primary responsibility of being servant leaders to team members, not self-serving leaders out for their own gain.

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# 4

Employees of great bosses bring their whole self to work—their skills, hopes, dreams, and aspirations. They know their bosses respect them.

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Section II: Great Bosses Inspire Growth



## Section II

### Great Bosses Inspire Growth

The first responsibility of great bosses is to inspire growth. Great bosses create avenues for team members to learn new approaches, develop new skills, and increase team members' confidence to put those skills into action in the workplace. Great bosses do not let team members rest on their laurels or allow their skill sets to stagnate. The only way great bosses can ensure that their organizations' talented, engaged team members are held in the highest regard is to continually boost their contributions and value to the company.

# 21

Great bosses clarify team strategy and goals, and set high standards for the team and its players. Growth is everybody's responsibility.

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# 22

Great bosses ask employees regularly, “What can I do to make your job easier?” They listen, learn, and refine to boost performance.

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# 23

Great bosses don't tolerate "We've tried that before" to new approaches. They inspire the piloting of ideas, not the discounting of them.

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# 24

Great bosses inspire high standards in team members, who themselves do not tolerate less than their best each day.

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Section IV: Great Bosses Inspire Excellence



## Section IV

### Great Bosses Inspire Excellence

The third responsibility of great bosses is to inspire excellence. Great bosses set clear performance expectations and coach team members on how to exceed them every time. High standards met consistently help differentiate the team's contributions to the company and to their customers. Great bosses know that their organizations rightfully expect them to ensure that goal standards are consistently met. Great bosses create work environments that enable team members to apply their knowledge and skills that serve the team's performance standards. They can't demand performance—they must inspire it, every day.

# 61

Great bosses make performance expectations plain and clear, and then secure each team member's commitment to the standards and deadlines.

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# 62

Great bosses inspire staff to constantly discover new ways to accomplish tasks, boost efficiency, and serve others.

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# 63

Great bosses expect and praise aligned behavior from themselves and their team members. Respectful workplaces boost employee performance.

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# 64

Great bosses know every target cannot be exceeded. They inspire the team to meet standards for all tasks & exceed standards on vital ones.

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## Section VII

### Be a GREAT Boss

You have a choice. Will you embrace these best practices or will you choose to “keep on doing what you’ve always been doing”? To boost employee results and engagement, do GREAT.

# 121

Great bosses treat EMPLOYEES as their primary customers. If employees feel trusted, honored, and respected, they thrive.

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# 122

Great bosses don't do "leadership behaviors." They engage in leadership LOVE, serving team members so they can thrive each day.

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# 123

Great bosses EXpect and INspect both performance and values. Misses in one or both can lead to improvement plans with clear deadlines.

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# 124

Great bosses promptly apologize to team members and/or team when they make a mistake or are wrong. They are in service to others, not self.

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# About the Author



S. Chris Edmonds is a sought-after speaker, author, and executive consultant. CEO and founder of The Purposeful Culture Group, Chris also serves as a senior consultant with the Ken Blanchard Companies. Chris is the author of *#CORPORATE CULTURE tweet* and co-author of *#POSITIVITY at WORK tweet*, *#SUCCESSFUL CORPORATE LEARNING tweet Book03: Instructional Design for Today's Professionals*, and of Blanchard's bestselling book *Leading at a Higher Level*. Chris helps successful organizations increase performance and values alignment using his proven process. He has thousands of Twitter, Facebook, Google+, and LinkedIn followers who look forward to his culture and leadership tweets each day.

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# #GREAT BOSSES TWEET BOOK 01

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"#GREAT BOSSES tweets the truth about leadership. Chris Edmonds' messages are powerful reminders of how great leaders create great workplaces."

*Jim Kouzes, Author & Lecturer, The Leadership Challenge®*

"Chris Edmonds has produced another classic must-read book in #GREAT BOSSES tweet. This book shows how to create passionate team members through exemplary leadership."

*Kyle Rhodes, President, PESCO*

"In #GREAT BOSSES tweet, Chris Edmonds gives you powerful tools to step into your brilliance and change your corporate culture through leadership."

*Victoria Halsey, PhD, Vice President Applied Learning, The Ken Blanchard Companies, Author, Brilliance by Design, Co-author, #SUCCESSFUL CORPORATE LEARNING tweet Book3: Instructional Design for Today's Professionals*



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