Final Exam

1. What are the four types of bad bosses in the workplace and how should you deal with them?

There are four main types of bad bosses in the workplace:

Exploders

Dealing with an exploder can be a difficult challenge. Exploders tend to get quickly angry or frustrated about seemingly small matters, which leads to them getting less feedback from the teams they manage, potentially ruining customer and supplier relationships, and generally giving less constructive and actionable feedback on the projects they manage. If you are responsible for managing an exploder, it is important to identify these exploder traits quickly, and make a move to quickly address this lack in leadership. Exploders often are unable to resolve conflicts in a constructive manner, and worry that if they are not loud and dominant that other people will walk over them. Despite this, the opposite is true, by being detailed, confident, and strong - but not yelling or screaming at others - we can set those who we are communicating at ease with first, better understand their situation, and explain our wants and needs from the other person (making sure to hear their wants and needs as well to find a more amicable way of meeting as many prioritized needs as possible). When working for an exploder, its import

ant to remember that you only have agency for your own actions, and not those of others. By being calm, and collected, while still having the mental fortitude and self-confidence to stick up for yourself and directly talk to the person using a "when y happens it makes me/our customers/our suppliers feel x". By sticking up for whats right, and remembering to not take anything personally, we can better protect ourselves from the bad boss that is an Exploder.

Charmers

Charmers are bosses that are very kind and cooperative in a face to face setting, but those who will often make moves behind your back to exclude or undermine you. Charmers often feel like their avoidance of conflict directly with individuals makes them excellent to work for, however their uncomfortableness with conflict often times makes them make policies and descisions behind others backs to avoid that conflict. This leads to a breakdown in communication between the team members, as they can be charming to your face, but ruthless behind your back. Managing a charmer means coaching them to not avoid conflict, but rather be open and honest with individuals and taking conflict directly to someone so they can explain some part of a project. If you are working underneath a charmer, increasing the transparency of your meetings can be important aswell. By including those who the boss may be avoiding communication with in meetings and the like, you can get the whole team on the same page, and avoid talking behind others backs.

Wet Blankets

Wet blankets are bosses which shoot down all the good ideas for fear of them failing. While this can sometimes be beneficial, leading to a very budget cautious boss, the most successful leaders with the highest growth are never wet blankets. Its importaint for a team to feel as if their ideas are valued and they can present their ideas without fear. To manage a wet blanket, you should remind them of how important growth opportunities are, and create a company culture of constant growth and improvement. If you are working under a wet blanket, it will be important to facilitate communication with your peers and convey improvements to the business or projects through other means.

Know It Alls

Know it alls are another difficult type of boss. Know it alls must have a full understanding of all types of things, which can lead to them making careless mistakes due to overconfidence. Its importaint as a leader to lead with humility as this keeps you open to help from others. Remember, as a manager, your job is to facilitate those who you are managing to contribute the most value to the business and its customers, so by pridefully assuming you understand or know everything, you may fail to gain others unique and special insight and mix of skills. To manage a know it all, you need to remind them to manage with humility, and only promote them so highly. When it comes to working under a know it all, your best bet is to explain to the fullest extent your understanding of the job, qualify the job, and give the data to the boss in a way in which it is mostly digested, but major ideas about the data can still be infered by the boss. Using their know it all inquisitiveness to your advantage to help them remember points your are trying to make can help you convey this information to others. Remember with know it all's not to take anything personally, as their actions can feel dismissive, but are mostly about themselves rather than you.

2. What are some soft skills and why are they important for employees to acquire?

Soft skills are less technical overarching skills which can improve your integration into workplace culture, and your ability to navigate the social and ethical side of a business. Things like time management, problem solving, communication skills, and leadership all exist on a specturm, and its importaint that we as individuals continue to improve these skills, as they can act as force multipliers in the workplace. Especially in leadership roles or positions like management, soft skills can make the difference between a happy, organized, and productive team and an unhappy, disorganized and inefficient team. Focusing on improving your management of these soft skills makes you a better communicator, a better leader, and a more well rounded individual. Building these types of soft skills can be the differece between a good leader and a great leader, and these skills exist on a spectrum, leadership, problem solving, and managment are about communication, which is why the best leaders often are the best communicators.

3. What is a Circle of Safety? And how do you develop one?
   A circle of safety is the idea, both personally and for a buisness, of being confident that those around you have your best interest at heart and want you to succeed, as well as you have some security to direct your own path and make your own descisions. Circles of safety are easy to understand personally, places like your home or otherwise, but circles of safety are sometimes more difficult to accomplish in the workplace. Keeping a focus on a company culture which hires

high quality candidates, compensates them fairly, and and promotes healthy relationships between management and employees is a way to extend this idea of a circle of stafety to the workplace. Companies who are able to develop a circle of safety for their employees have employees who actually want to work for them (knowing their work will be rewarded), extraordinarily low turnover rates, much more stable and sustainable hiring practices, and a greater focus on employee health and wellbeing. When your employees feel happy, know you value their time and contributions, and you treat them like real people who have lives, aspirations, hopes, and dreams, you can ensure you go far. Some other ways of doing this in company culture are things like unlimited PTO and incentive and bonus programs which track progress.

4. Why are Millennials referred to as the distracted generation? How can they best be managed?

Millenials are reffered to as the distracted generation because they grew up in a time of digital technology with many opportunities available to them and advertisers, individuals, and others vying for their attention. Because of the many things to do, see, buy, and interact with, many millenials are often judged by their older peers as being unable to work, lazy, entitled, or otherwise. Its important to realize that distraction is not lack of attention, but lack of actionable items when it comes to millenials. They may be more unsure of themselves, or feel less comfortable taking risks due to their naieevite compared to their older and more experienced counterparts. A way to best manage these individuals is to create a clear idea of what needs to be done in a business and how their actions can contribute to the business so they know which activities to manage. Another important way of managing millenials is to facilitate the knowledge transfer between more experienced workers and younger millenials. There is a great deal of stored up experience and knowledge which can be conveyed to the new workforce, and doing so should be a top priority, especially as the average age of workers increases and many more experienced workers are retiring or persuing different opportunities because of covid.

5. What can you do to ensure that you are open to receiving critical feedback?

To ensure you are open to critical feedback, you need to first make sure you do what you can personally to make sure you are in the right place. Developing your self confidence, knowing who you are and what you want, and being able to be assertive and express yourself are all important to self actualizing who you want to become and who you are personally. Then, when taking feedback, seperating who you know you are from what you're recieiving feedback on can help to prevent individuals from taking feedback personally. In addition, you can make sure to ask questions about feedback, and thank otehrs for giving it to you even when it is critical. By being able to accept and incorperate feedback from others, even when it is negative, it sets and example for the individuals we may be leading, showing how we may take feedback (something all of us should be recieving) and effectively using it to make ourselves bettter. Finally, one can seek out this feedback from others. Being a person who asks others for feedback and looks for opportunities to collect feedback is more likely to get a mixed range of types of feedback and less likely to take any one type of feedback personally. By making sure we stay mentally open to change, and seeking out imput from others into what change needs to be made and what that can look like, we can ensure we can take and incorperate what we glean from others into our own lives.