

# Lessons Learned from a Bad Manager

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...OR RATHER  
FROM  
INEFFECTIVE  
MANAGERIAL  
MOMENTS


# Where do we learn to communicate through the hard?

- ▶ University (if you specialized in it)
- ▶ Parents/family
- ▶ Professional training
- ▶ Mentors/friends
- ▶ Professional counseling/therapist
- ▶ Self education, books & resources






# Story #1: Rude, Careless, Disrespectful Manager



# Story #1: Clueless, Self- Centered Employee



# Employee's Tools

Invest in the relationship

- Make time for other priorities
- What points of connection might you have?

Humanize

- What might the manager be going through?
- Where might we have points of connection, even if that doesn't seem possible?

Check your story

- What blanks might you be filling in?
- Is it your stuff or objective to the situation?

# Manager's Tools

## Name it

- “Clear is Kind. Unclear is unkind” Brené Brown
- What can you share? What can you ask for?

## Learn your cues

- What about this employee is triggering you?
- How do you know when your stuff might be getting stirred up/impacting your interpretation?




# Story #2: Avoidant, Gaslighting Manager



## Story #2:

Annoying,  
Nitpicking,  
Clueless  
Employee





# Employee's Tools

No one will  
care more  
than you

- Insist on the meeting in a different format or at a different time
- What can you ask for or share and succeed regardless of response?

Reflect

- Self-reflect
  - What are you bringing to this? What do you need?
  - How can you follow up in a way that doesn't give you vulnerability whiplash

# Manager's Tools

## Name it

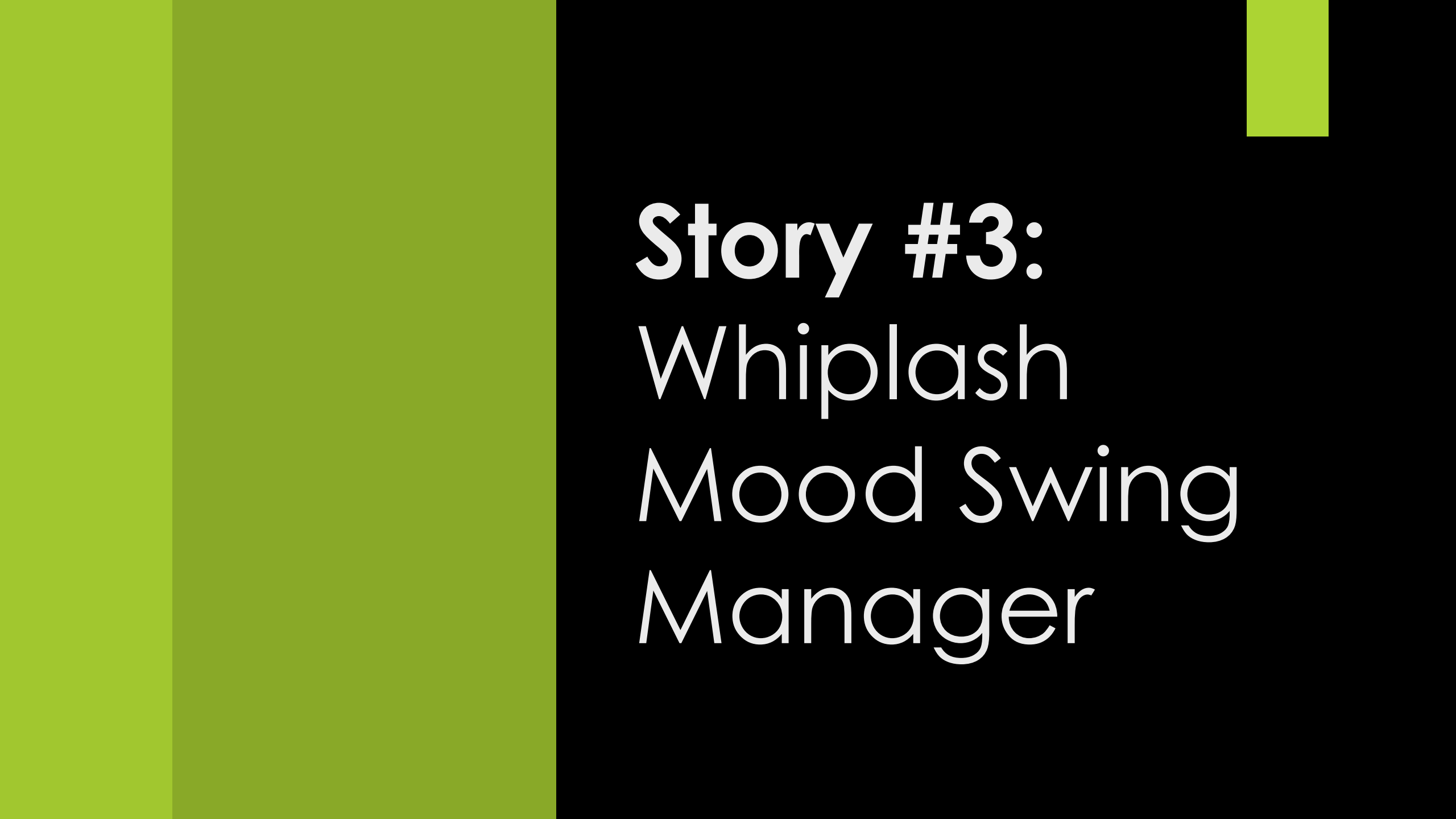
- Clear is kind, kind is clear
- What could you ask for to help this situation feel more manageable?
- Who else could you take partners with besides the employee?

## Learn Your Cues


- What about this employee or situation is triggering you?
- Employees speak up and set boundaries for themselves more than ever, I was never able to do that

## Give Yourself Space


- Pause, deep breaths, in your mind, repeat your mantra
- “I can do hard things”
- “I am safe, I can do this”
- “This is not an emergency and I can handle this”



**Story #3:**  
Whiplash  
Mood Swing  
Manager



**Story #3:**  
Emotional,  
Overly Sensitive  
Employee



# Employee's Tools

## Check your story

- What story are you telling yourself?
- Are feelings acting like facts?
- Does it feed something you already struggle with?

## Humanize

- What might the manager be going through?
- Is this normal/consistent behavior from this manager?

## Learn Your Cues

- What about this manager's response is triggering you?
  - I am a people pleaser and do not like to make mistakes
  - This may make me more sensitive and more easily defensive

## Treat Yourself Gently

- You are doing the work!
- You are on a journey of growth!

# Manager's Tools

## Humanize

- How do my actions impact the team?
- What might they have gone through to cause their over-sensitivity?

## Learn Your Cues

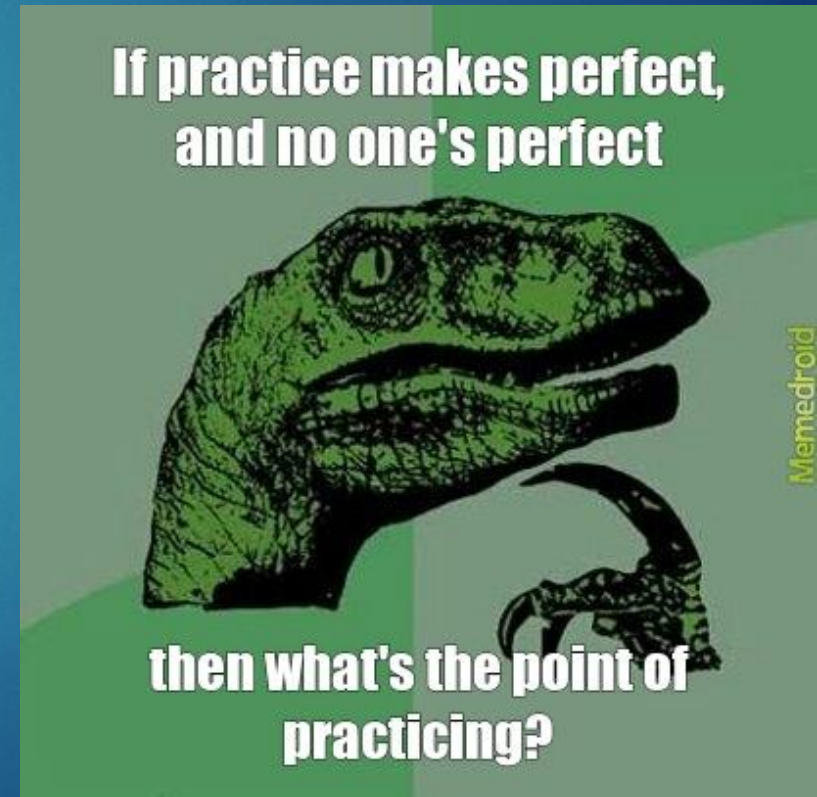
- When overly stressed, busy, behind, how might I present to others?

## Treat Yourself Gently

- You are doing the work!
- You are on a journey of growth!
- What can I appropriately share to humanize myself?

# Now what?

- ▶ Practice
  - ▶ “When under pressure, you don’t rise to the occasion. You fall back to your level of training” -Unknown
  - ▶ With someone you trust
- ▶ Seek additional help
  - ▶ Mentor
  - ▶ Therapist
  - ▶ Someone else doing the hard work!
- ▶ Explore resources
- ▶ Choose **ONE** tool from today!



# Resources

- ▶ Books for EQ “emotional intelligence”
  - ▶ *Positive Intelligence*, Shirzad Chamine
  - ▶ *How to Win Friends and Influence People*, Dale Carnegie
  - ▶ *Unf\*\*k Yourself, Get out of your head and into your life*, Gary John Bishop (content=👉, language=R)
  - ▶ *The Energy Bus*, Jon Gordon
- ▶ Books for evolving management skills
  - ▶ *The Coaching Habit*, Michael Bungay Stanier
  - ▶ *Dare to Lead*, Brené Brown
  - ▶ *The Heart Led Leader*, Tommy Spaulding
  - ▶ *The Gift of Influence*, Tommy Spaulding
- ▶ Professional Instagram accounts for bite-size learning
  - ▶ @Simonsinek
  - ▶ @the.holistic.psychologist
  - ▶ @attachmentnerd
  - ▶ @destini.ann
- ▶ BRAVING principle for breaking down trust in relationships
  - ▶ <https://brenebrown.com/resources/the-braving-inventory/>