

# Progressions Inc.

Sales Training & Consulting



## **Do your employees know what “good” looks like?**

As I travel around the country, I often hear this comment or question “I just wish my boss would tell me what they want me to do”.

What that says to me is that leaders have failed to really demonstrate what good looks like and set abundantly clear expectations of what they want.

In other words, what are they expecting?

If Covey is right that "we must inspect what we expect," then are we making it clear what we expect? And then are we taking that crucial step of inspection, support and motivation afterwards?

As a leader are you a motivator? Are you enthusiastic? Do you have a can do attitude? Are you optimistic? All these things... these characteristics, are essential to being a good leader. Your job is really to inspire those around you to, in essence, make you look good!

I believe that success comes through a commitment to coaching, that is a 2 – 10 minute a day exchange with each employee (that reports to you) utilizing the well-crafted skill of asking open ended questions. Through open ended questions you ask the employee what their input and ideas are, you listen intently and have an excellent opportunity to understand their views and determine their skills. In fact asking an open ended question is a method of complimenting them and demonstrating that their ideas and opinions really matter.

When a leader “delegates and dumps”, and “assigns” duties without the fairness and support of clear direction and modeling the desired behaviors, they are doing a huge injustice to both the employee and the company.

A leader’s job is to help their team succeed. They do that through a myriad of ways. They don’t necessarily do the job themselves. They set clear expectations, model the desired behaviors, coach and mentor, inspect to their expectations, reward and recognize.

This may seem like a simple formula but how often do we really see it in execution?



*Lynn Giuliani · Progressions, Inc.*  
P.O. Box 28172 · Bellingham, WA 98228  
[www.progressionsinc.net](http://www.progressionsinc.net) · (360) 733-6557

I'm hoping you follow these principles and incorporate them into your day to day leadership role.



*Lynn Giuliani · Progressions, Inc.*  
P.O. Box 28172 · Bellingham, WA 98228  
[www.progressionsinc.net](http://www.progressionsinc.net) · (360) 733-6557