How to Tame Your Inner Jerk!

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Before we proceed...

Rules to establish:

- Language
- Vegas Rule
- Protect the identities of the innocent (or guilty!)
Resources will be referenced…a lot.

Robert Sutton:

*Good Boss, Bad Boss - How to Be the Best... and Learn from the Worst*

*The Asshole Survival Guide*

*The No Asshole Rule*

Kim Scott:

“Radical Candor”: A Website, Book and Podcast
AH: Workplace terms we are told to use

Terms used in academic research for AH behavior:

- Bullying
- Interpersonal aggression
- Emotional abuse
- Abusive supervision
- Petty tyranny
- Incivility in the workplace
AH: Workplace terms we want to use

Bullies
Creeps
Jerks
Tyrants
Egomaniacs
Weasels
Arse
Arsehole
Bosshole
The Gatekeepers

Or is it the *fun ruiners*?

Financial Aid Administrators and saying “no”

Compliance= AH
What Can Unleash the Common Bosshole from Within???

Power
Frustration
Physical issues
Simply being tired
Hungry (hangry)
Poor choice in role models
Pressure
Personal life
It's so hot!
Emotional Cost of an AH

- Decreased motivation
- People withdraw from their work
- Effort and commitment decreases
- Calling out sick

*For every 1 AH interaction you need 5 positive non-AH interactions to counteract the damage!*

2007 Zogby survey using US rep sample of 8k adults found that 72% of workplace bullies were superiors who heaped abuse on subordinates. (Sutton, *Good Boss Bad Boss*, 175)
Productivity Cost of an AH

- People stop doing overtime
- Decreases productive work behaviors
- Increased turnover
- Decreases productive work behaviors
- Increased sick time - perhaps even fake sick days
- Hiring and training new employees from turnover

2007 Zogby survey suggested that when the impact on victim and witnesses were combined, bullies have driven 20 million US employees from their jobs (Sutton, *Good Boss Bad Boss*, 178)
We all have been a temporary AH *honest reflection required here*
Show up late (with a Starbucks) and leave early
“So and So doesn’t do as much as I do”
Those that actually make your life so much harder
The PHONE
Repeat Offenders!
All of these things and more turn us into the person we don’t want to be...

The person we don’t have *time* to be...

*The ultimate (temporary) AH!*
YOU BECOME THE MICROMANAGER

Some people seriously earn this:

Regularly set goals
Meet/not meet goals
Late/leave early
“not in” but in
Not responding to emails
Training issues
Manipulation
Ask yourself, are you really being an AH OR just doing your job?
Be wary of starting a sentence “I don’t mean to be an asshole, but…” as it sets you up to be perceived as an asshole.

Be wary of “Don’t take this personally…” because you do want your employees to care about their jobs and the work they do!
“Bosshole Busters”

*Good Boss, Bad Boss How to Be the Best...and Learn from the Worst  By Bob Sutton*

- Assholes are us
- Asshole tax and combat pay

“How Not to be an Asshole at Work” by Joe Dunn

- Say what you mean and but dont be an AH about it
- Spread the praise around but do it right
Are you an AH or a Coach?

Storytime

“UM”
Radical Candor (Kim Scott)

Care Personally & Challenge Directly

**Care Personally**

- Bring your whole self to work

Give a damn axis!

Be more than just professional
Radical Candor

Care Personally & Challenge Directly

**Challenge Directly**
The willingness to piss people off dimension!

Run Away  Challenge Directly!

Now it is your job to say things that you’ve been told while growing up “if you don’t have anything nice to say, don’t say it’!”
Care Personally & Challenge Directly - bringing the quadrants together

Ruinous Empathy
Manipulative Insincerity
Radical Candor
Obnoxious Aggression
“Imagine it is 10 years from now and you are looking back at how you’ve treated others. Do you think- in your followers eyes- that you will have earned the right to be proud of yourself? Or do your people believe that when you look back, you will deserve to be ashamed of yourself?”
References

- Robert Sutton
  - *Good Boss, Bad Boss: How to be the Best... and Learn from the Worst* (New York: Business Plus, 2010)

- Kim Scott
  - “Radical Candor: Develop as a Leader and Empower Your Team,” accessed April 25, 2019, [https://www.radicalcandor.com/](https://www.radicalcandor.com/)

- Joe Dunn