

The importance of having a game face

2nd Quarter 2016 Manager Newsletter



“Hi, how are you?” “What’s up?” “How’s your day going?” We greet our colleagues each day. This small talk builds comradery. And it’s nice to say “hello” and check in with one another.

But here’s something to consider: How you respond to these questions can impact your employees and how they view you.

Total honesty isn’t always the best policy

Dale Partridge, entrepreneur, says he was once told, “The reason executives get paid more, is to bear the immense weight of the company so others don’t have to.”¹

As a manager, you have a hard job. You have to get the job done, support employees and build a culture that leads to success. So what’s the impact of responding truthfully to the innocuous, “How are you?”

When you complain to staff, even about small stuff, you share negative energy. You place extra stress on them. They might feel like they have to take care of you. And it might damage their perception of you.

Be cool and controlled

Your energy is contagious. When you complain, you might be saying, “I’m having a bad day.” But your staff may hear, “I’m not in control.” If your employees feel like you don’t have a handle on things, they’re likely to worry. They can feel like the workplace is in trouble.

When you’re calm and collected at work, it inspires confidence in your employees. They can trust you to do your job. They’ll trust you to lead them. And this means they can focus on their work, instead of focusing on your ability to manage stress.

Vent to your friends, not employees

We all have bad days. Maybe you got stuck in traffic this morning. Maybe you had a last-minute project sent your way. Maybe people called in sick and you’re scrambling. There’s always plenty to complain about. And it’s not good to keep all your stress inside.

Sharing your frustrations and feelings with others can be good for you. But you have to choose your confidantes wisely. Talk to friends or family members. They can offer you support and encouragement. And it’s okay to be honest. You don’t have to be “in control” with them.

So when your employee asks how you’re doing, remember to put on your game face, stay cool and respond with, “I’m fine. How are you?” Because you’re the manager. And it’s part of your job to inspire confidence.

¹peopleoverprofit.com/5-habits-of-exceptionally-likeable-leaders/