

Transform A Bad Boss/Bad Leader Into A Good Boss/Good Leader

5-STEP PROCESS



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We Are Here To Help

Hi there,

We know dealing with a bad boss or bad leader can be challenging. You can't afford to fire a bad boss or bad leader, they are actually valuable. But, their behavior is **costing you time, money, people, and opportunities**.

Using this guide based on our 20 years of best practices will help you **transform your bad boss/leader into a good boss**, while retaining the value they bring to your company.

Senior Executive Coach, Co-founder
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Master The Transformation Process

Preparation & Readiness

Alignment/Agreement

Professional Development Planning

Monitoring

Acknowledgement & Celebration



Step 1: Preparation & Readiness

Curiosity:

Place yourself in a curious mode. Curiosity is often a neutral state which helps us avoid pre-maturely judging the person or judging the situation. Can you start with a neutral curiosity?

Assumptions:

Ask yourself if you have any preconceived assumptions about this person or the situation. Write them down so that you can label them as such. Then, ask yourself this question...am I willing to suspend these notions for the time it takes for me to listen and collect additional information and insights?

Reminder: The manner with which you engage with a bad boss/bad leader should reflect the transformation you hope to see in them.

Identify Who Is In Charge Of This Situation:

Identify one person who will be in charge of the process for resolving the situation such as HR, the person's manager, the CEO or COO, etc. Be sure to arrange a meeting that will encourage a safe environment.

Accountability Partnerships:

The person in charge of the situation establishes accountability roles with all parties involved. This person sets clear expectations for follow-up actions and check-ins.

Establish Trust:

Build a trusting relationship by demonstrating empathy and assure confidentiality.

Active Listening:

Practice active listening, allowing the boss/leader to express their thoughts, concerns, and ideas. Validate their feelings and demonstrate empathy.

Summarize Feedback:

Outline summary of feedback received from stakeholders. Provide specific feedback on the boss's / leader's performance, focusing on both strengths and areas needing improvement. Frame feedback in a constructive manner.



Step 2: Alignment / Agreement

Is there agreement and/or alignment about the nature of their behavior and the situation?

No

Is this person open or closed to further inquiry?

Open

Partner with this person to conduct a quantitative or qualitative 360 degree feedback program or use an assessment to conduct further research and help this person become more self-aware.

Closed

Consider pausing the conversation and discuss further with their boss/hr to determine if a qualitative 360 or interviews may be needed in order to gather more details about the situation.

Yes

Refine this agreement with root cause analysis?

- Personal or family health concerns?
- Financial difficulties?
- Addictions?
- Personality needs going unmet?
- Inappropriate fit for the role?
- Unrealistic expectations?
- Issues with their boss?
- Issues with team members?
- Lack of resources or training?
- Lack of aligned motivations?
- Unaligned compensation?



Step 3: Professional Development Planning

It’s important to co-create a professional development plan that specifically addresses the root causes of the poor leadership using the OGSM model:

Objectives	Goals	Strategies	Measurements
Improve my effectiveness at:	1-3 Months	Skills, Behaviors, Attitudes: Resources to Access: Relationships to Put in Place:	Ex: Develop system to track... Ex: Register and take X class Ex: Meet monthly with X to discuss...
	3-6 Months	Skills, Behaviors, Attitudes: Resources to Access: Relationships to Put in Place:	Etc. Etc. Etc.
	6-12 Months	Skills, Behaviors, Attitudes: Resources to Access: Relationships to Put in Place:	Etc. Etc. Etc.

As part of the OGSM model, you may want to consider these resources:

- Administer additional, more comprehensive 360-degree feedback program.
- Administer a personality assessment to gain better self-awareness.
- Offer time to rest, recuperate, and regroup.
- Offer management training for skill development and tailored to the employee's needs.
- **Hire a leadership coach:** Introduce a professional coach who is not part of the organization to provide different perspectives and a confidential space for conversations the person might not be willing to share with someone inside the organization.



Step 4: Monitoring

You may want to follow the 1, 2, 4 model:

- Check in with this boss / leader **1x a week** while the process is going along...
- ...until you think things are steady and can move to **every 2 weeks**.
- Move to a **4-week time period** after you start seeing commitment and progress.
- **Periodically** check in with this leader's boss, peers, direct reports, partners, vendors, and even some customers when and where appropriate.
- When partnering with a coach, ensure there is at least an initial alignment meeting, midpoint meeting, and final meeting where the responsibilities are handed over to the appropriate sponsor.



Step 5: Acknowledgement & Celebration

If the boss/leader has indeed made progress, feedback is key:

- Acknowledgement clarifies progress
- Acknowledgement helps to sustain good behaviors
- Acknowledgement builds trust
- Celebration can build commitment for future challenges
- Celebration can include stakeholders, reinforcing team development and modeling behavior

Need Some Additional Help?

Hi there,

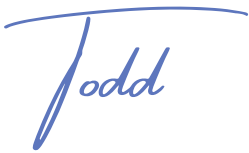
Did you find our free guide helpful?

You may feel like enlisting the support of a team of experts who navigate the transformation process on a daily basis with a wide variety of organizations. We can help.

Would you like to schedule a [FREE 30-minute session](#) and go beyond the tips in the guide? I invite you to schedule some time on my calendar using my Calendly link.

My colleagues and I would be happy to share with you some other approaches that have worked for our clients. Wouldn't it be great to get your time and sanity back?

Schedule now, right [HERE](#).

A handwritten signature in blue ink that reads "Todd". The signature is stylized with a long horizontal stroke above the name.

Senior Executive Coach, Co-founder
Baker & Daboll, LLC

P.S. If you don't see a time that fits your schedule, email me at todd@bakerdaboll.com