## Turbo Leadership Systems™

## The TURBO? Charger

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Issue 646 To our clients and friends July 11, 2017

## **Worst Employee?**



Larry W. Dennis President Turbo Leadership Systems

## Sarcasm:

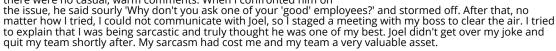
the use of irony to mock or convey contempt.

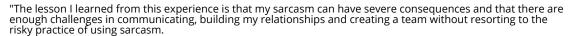


Ray, Foreman for an electrical contractor in Battle Ground, WA, told Session 2B of Turbo's Leadership Development Lab (LDL):

"Earlier in my career, I worked as a Grocery Store Manager. At the first store I worked at in my new position as Manager, Joel was my Pricing Manager. Joel was everything I could want in a Pricing Manager: efficient, prompt and organized. A truly wonderful addition to my new team. Within the first month, I had built a relationship with Joel and we worked together very well. I had been scheduled to train a new Overnight Checker at around 4am. The Checker arrived and we began training. Joel came up to ask me a question and I introduced him 'This is by far my worst employee.' He asked his question and went about his work and I went back to training our new Overnight Checker.

Over the next couple weeks, I noticed a change in attitude with Joel towards me. He avoided me, had a sour faced expression and there were no casual, warm comments. When I confronted him on

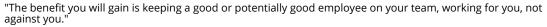




"The action I call you to take is to please, check what you say. Don't use sarcasm with peers or subordinates. Be direct, say what you mean and mean what you say. Don't ask people to try to interpret what you mean. It can cost you dearly.



66 Say what you mean: Mean what you say. 55



Often we use sarcasm to avoid being direct. Frankly, it is a lazy way to communicate. You are trying to influence behavior, provide a critique, without exercising the courage required to be direct. Stop talking about the things that can go unsaid and exercise the courage to say with clear, direct language the things that need to be said. Saying "don't work too hard" to a worker who is dawdling isn't nearly as helpful as addressing the behavior directly, honestly, and with concern for the success of the worker. Remember, your coaching and corrective feedback must always be aimed at behaviors, not attitudes. Just keep your opinions to yourself.



Plan now for Turbo's
Fall **Leadership Development Labs**Portland, OR and Vancouver, WA

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