

5 MANAGEMENT LESSONS THAT I LEARNT FROM MY BOSS – WHAT THEY DON'T TEACH YOU AT B-SCHOOLS



Do you find your boss annoying? What? No? Never? Like, never ever? Well, I'm safely presuming then that you are due for an appraisal soon. Or are you just afraid to SOL – Say Out Loud? To come to the point, all of us have, at one point or the other, been annoyed with our bosses. While I too have been annoyed, and those who know my boss, know he is a very difficult person, I have learnt a few good and great management lessons, as clichéd as it may sound, that I wasn't taught at my business school. So here are some important lessons & skills that I have learnt from him -



Move on over regrets

Yes, this one is just as important in your work-life as it is in your personal. Don't hold on & don't fret over – a lost client, a broken collaboration, a careless junior, resignation from the best performing employee, tough business environment, market disruptors. The sooner you move over, the quicker you will find a solution. The more you hold on, more delayed is the solution and in the business world, time lost is money lost.



Give honest opinion

No matter what! Initially I used to get worried when my boss would give 'honest' opinions & feedback, especially to newer clients. But over time, I realised that an honest opinion is something which everyone, including me, appreciates at the end of the day. One appreciates, rather than mind, feedback & opinions in the right taste. I have even seen clients taken aback at first at my boss' feedback - sudden, unexpected and brutal - but then valuing his opinion better than others. Obviously, the intent has to be correct to go with the feedback. No. Offensive, distasteful criticism is not welcome please.



Be quick to adapt and change

I believe this is one single quality that attributes 75% to a chance of success. I've seen my boss being extremely open to the ever changing market situations and adapting the business around it. That is why, so amazingly, while our firm grows older, all of us are becoming younger in terms of adapting new technology, new techniques, accepting (and sometimes living) the millennial behavioural values, finding innovative business solutions, entering new markets, starting new service lines, adopting new company policies, and all of that.



Be enthusiastic

This one's a winner. Whether it's a business meeting with a client, an internal meeting, assignment execution, a charity project, an email, an informal dinner, company event or his own birthday – my boss is always enthusiastic. Enthusiasm makes for a great quality in business management, especially in business development. Who would like to meet a grumpy, non-energetic, low key person in that 3 pm meeting? My boss could talk to a person whom he's met for the first time, like he's known him forever, & that has worked in more ways for the company than not. Most importantly he drops in fresh humour in all his conversations every now and then with clients & more often than not sarcastic humour with company employees.



Be boundary-less

In so many ways does my boss practice this – Starting with opting to work out of an open cubicle in the office to allowing employees to take up responsibilities beyond their known skills, to just picking up the phone and calling a junior. Where the limits of bureaucracy and red-tapism within a private firm or any organization can be a huge loss and create lack in quality of service to end client, being boundary - less make each job faster and easier and doesn't leave room for excuses. A by-product of being boundary -less is also never taking no as an answer, because 'no' in itself is limiting. This letting people work beyond their usual scope of work, giving them opportunities outside their usual job descriptions and pushing them outside their comfort zones has so worked, that we have a broader spectrum of skill sets within the same resources. Isn't that a great learning?

So yes, I have learnt some quirky, insightful, valuable business and management lessons from my boss, which are totally out of any modules that I've studied during management. These have definitely worked for our company and I'm sure these are some gems that, if followed, would lead to increased probability of success, better relationships & good organization.