



## **Confidence Builders**

Build your boss' trust in you, with a few simple steps.

To build a professional working rapport with your boss (i.e. build trust) you need to protect their confidence. Remember, it's not all about them, but really, yeah it is all about them. They are your star performer in this play. So you need them focused, energized, pumped and prepared for the show. If all they get between meetings is notification of client complaints, emergencies, team tattle-telling and budget problems, are they really ready to go in and land a big client? Relationships are like bank accounts – you have to put enough funds in to cover your withdrawals. And look how many people are withdrawing from your boss' account. Try to find some ways to put back it. Why should you go through the effort to manage your boss? It gets RESULTS. It's not about babysitting; it's about getting results and value creation. It is in our opinion that your #1 job as an intrapreneur is to protect your bosses' confidence. Confidence builders this is where your coaching (and growth) starts. You aren't cheerleading with rah rah rah phrases... you are LEADING the direction of the day and your boss' emotional energy level for tackling the big plans you have for him that day by redirecting his attention to some positive news to counteract some of the stress and negative news. You are depositing into his bank account and at the same time you are increasing his confidence not only by providing a positive report, but by subtly letting him know he can count on you to keep things in order and prepared and taken care of.

### **Confidence/Communication Builders**

1. When your boss is out of the office for one or more days, call and leave them a voice mail letting them know what their first day back in the office looks like. There is nothing worse than showing up ready to tackle some projects and having no idea an important client meeting was scheduled for you your first day back. You aren't dressed appropriately or mentally ready.
2. Do not give your boss bad news before they teach a program or walk into an important meeting, it can wait until after! If they can't do anything about it at the moment and the building isn't on fire – don't distract them by giving them something to fret over in their mind while they are in a meeting and can't do anything about it anyways. And protect them from other team members who like to run and blab bad news to them as they are walking onstage.



3. If your attorney is “gapping out”, find three positive things to tell them that day. For example, if you pass them in the hall, briefly mention that you just received a phone call about a referral.  
Remember how many times a day someone tells you boss something bad “bank account is low, client is mad you haven’t finished their work, computers broke, need a new server...” Give them good reports too!
4. Let your attorney know nice things people say about them. This increases their confidence. In fact you can type a compliment up, print it out, and put it in their organizational notebook so they are reminded that they do in fact make a difference for their clients.
5. When you leave for the day, buzz your boss and let them know you are leaving and ask if they need anything else. Be sure you discuss with your attorney if they are okay with you buzzing into a meeting to do this. Also, be sure to do this about 15 minutes before you actually need to leave, in case they do ask you to do something you aren’t running late if you have kids to pick up or any appointment to make!
6. At the end of each day, email your attorney what progress you made on things they asked you to do (Your Daily Progress Report). If you don’t tell them you did it, they won’t know you did and will wake up at 2am worrying about it!
7. Write down your suggestions for helping and discuss how to do it. For example, if you think returning phone calls for your boss and seeing if you can handle the calls will help reduce the amount of time they spend on the phone in nonproductive activities, discuss it with them and how you propose to do this. I.e. I will ask details questions from the client, then get an answer from you and relay it to the client. This avoids lengthy chats for you and the client and actually gets a faster response to the client.

**“The worst bankruptcy in the world is the person who has lost his enthusiasm.”  
~ H.W. Arnold**