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**The Boss Knows All And Is Everywhere**

**By Richard Lowe**

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One day I was having a conversation with Kevin, one of the people that works for me. Kevin is an excellent employee who is doing very well, and I just had taken a minute to tell him he had done a good job on something. I feel it's very important to let people know when they have done something good (even more important than catching them doing wrong things).

Kevin thanked me and turned back to setting up a computer. I paused, then asked him if he'd fixed Lori's system yet. Kevin looked a little shocked – he hadn't told anyone about Lori's system. He just looked at me and asked how I knew so much. I just smiled and walked away.

It got me to thinking, though, about the importance of the boss knowing everything that's going on in the immediate environment. This is not only important, it is critical for long range survival in the office.

How so? Well, the job of a boss is to keep his team producing as optimally as possible. It's very simple and this basic rule does not change regardless of the rank of the boss (and actually all employees for that matter). The job of everyone in a company is to produce as much as possible.

The boss must act quickly when anything happens to reduce the effectiveness of his team. He must be fast to correct problems and misunderstandings, and he must quickly give out praise when appropriate.

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The only way he can do this is by knowing what is going on at all times. Personally, I am a huge fan of the "management by walking around" technique. When used properly, it's very effective. It's a very simple procedure. Just get up from your chair once in a while and walk around. Look over people's shoulders, see what they are working on and praise them briefly if you catch them doing something right.

There's more to it than that, however. You have to wander around more than just your own people. You need to talk to other people as well. Call up your customers (whomever your group performs services for) and find out how they feel and what's on their mind

as regards your people.

You should make these calls often, at least several times a week. Just pick some people whom your group serves and either go talk to them personally or talk to them on the phone (email is NOT a good way to gather this information as you need to have a dialog and see reactions). Remember, these are not intended to be investigations – you are simply keeping in touch and gently probing for any information that's relevant.

So how did I know about Lori's system? Simple, I had talked to Annette earlier in the day. Annette mentioned that Lori might be unhappy, so I wandered over to Lori's desk and just started talking. Before long, Lori mentioned that her system had not been delivered as promised. She said that Kevin was working on it and she did not know the status.

There was nothing wrong here, nothing that Kevin was doing needed to be corrected. I knew that Kevin would get around to finishing the system before too long ... but I wanted him to know, as well, that I knew what was going on. A gentle nudge was all it took to get Lori taken care of, as well as to deliver the message that I had other information sources than just the one's that Kevin knew about.

Remember to keep in touch with other people as well, although perhaps not as often. You should talk to vendors, business partners, peers, and anyone else that might come in contact with your people. Just talk to them (these are not interrogations) and file away the comments in your mind for the appropriate time.

Of course, if during these conversations you find out anything

that does need to be handled, then by all means do it.

What is the purpose of all of this? It's very straightforward. You are building up respect. You see, a boss that knows what's happening at all times is much more likely to be obeyed and respected than one who is not. It's hard to respect someone who is ignorant.

It's very easy and actually quite fun when you get the hang of it. Sometimes the shocked look on someone's face when you indicate that you knew about such and such is a reward all on it's own.

How do you use this information? Get into the habit of asking your people questions. You might ask them how they feel about their workplace environment or whether their work is challenging enough for them (this shows that you care). Then you might

commend them for working an extra hour a few days ago (how the heck did you know that, the employee will think). You might ask another employee else how the food was at Black Angus the day before, or ask if the employee needed help on the Anderson project.

You see the technique? You are asking your people for their opinions and feelings, which means that you care about them. You know what's going on, which means they are much less likely to do something wrong, as they understand that you will find out (there will be no doubt in their minds).

Simply put, you respect your people enough to keep in touch with them, and they will return that respect a hundred times over.

And that's all there is to that.

Richard Lowe Jr. is the webmaster of Internet Tips And Secrets at <http://www.internet-tips.net> – Visit our website any time to read over 1,000 complete FREE articles about how to improve your internet profits, enjoyment and knowledge.

**Walking for fitness. Selling your boss.**

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And I don't mean selling your boss at the local flea market next Saturday morning. The focus of this article is trying to get a walking program started at the office or workplace.

With winter finally finishing and warmer temperatures returning, you find yourself getting an itch to be outside instead of sitting in the office or workplace. Hopefully you have an outside window to at least view the great outdoors.

Wouldn't it be nice to be able to walk half hour three days per week? Wouldn't it be also nice to do this halfway through your workday? It be nice if your boss says yes you can do that? No problem. The difficulty is you only have a half-hour for lunch. Trying to fit a half-hour walking program and also eating your lunch all in that time can be quite challenging. Now it would be nice if you and your boss can work out some way to get it all done.

The first thing your boss will say is why should I bend for you and your co-workers? At that time you can list these benefits for them and their company.

Increase productivity:

Decreases of the abuse of sick days taken. How? Because you are letting the employees enjoy some of the nice outside weather, it will deter skipping work. It will also help deepen the employee/boss relationship.

The exercise will stimulate your senses, give you energy and revitalize your body for the 2nd half of the workday.

It will help make you relax and relieve stress that has accumulated during the earlier part of the workday. This will help you focus more intently on the later projects at hand.

It will make the employee feel good. This will help create a positive attitude in the workplace.

Overall, with all the pluses, the company and the employee will both actually gain from the walking program.

The next thing your boss will say, "what is this going to cost me?"

Taking in consideration it takes about 10 to 15 minutes to eat lunch if the break time can be extended for 45 to 50 minutes on those three days and only for those that are in the walking program.

In Summary: You could check with your health insurance carrier if your company provides coverage and find out what they think about the company you work for introducing a walking program for their employees. They might be able to "help sell" the program. The healthier the employees are, the less likely they will require medical attention and mounting medical bills. Doing your research before going

in front of the boss will show a diligent preparation effort.

Good luck on your pursuit. Remember the worst they can say is no.

Author Bio: Kevin Doberstein is a natural bodybuilder for the past 25 years. 15 years as a gym owner in Northern Wisconsin. In reference to the book "Men are from Mars and Women are from Venus" Kevin's better half claims he is from Pluto. You can visit his site and join the newsletter at [www.nature-boy.bodybuilding.com](http://www.nature-boy.bodybuilding.com). You can contact him about articles or bodybuilding at [natureboy\\_bodybuilding@hotmail.com](mailto:natureboy_bodybuilding@hotmail.com).



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