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How to Have a Great Relationship with Your Boss!

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Thank you for joining us today!

Want to learn more?



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MEET YOUR SPEAKER

ROMMEL ANACAN



- Rommel is the president of The Relationship Difference in Orange County, CA.
- He has experience at all levels of the multi-housing industry, onsite to corporate.
- He has earned a reputation in the industry for solving challenges in the most uncommon ways.
- He is known as “The Connection Expert” and his “Win With People” message has a powerful impact on communication, sales and customer service.
- A fun fact about Rommel is he (and his family) are addicted to Hallmark Christmas Movies!

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START

Tip #1:

**DO.
YOUR.
JOB.**

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YOU HAD ONE JOB



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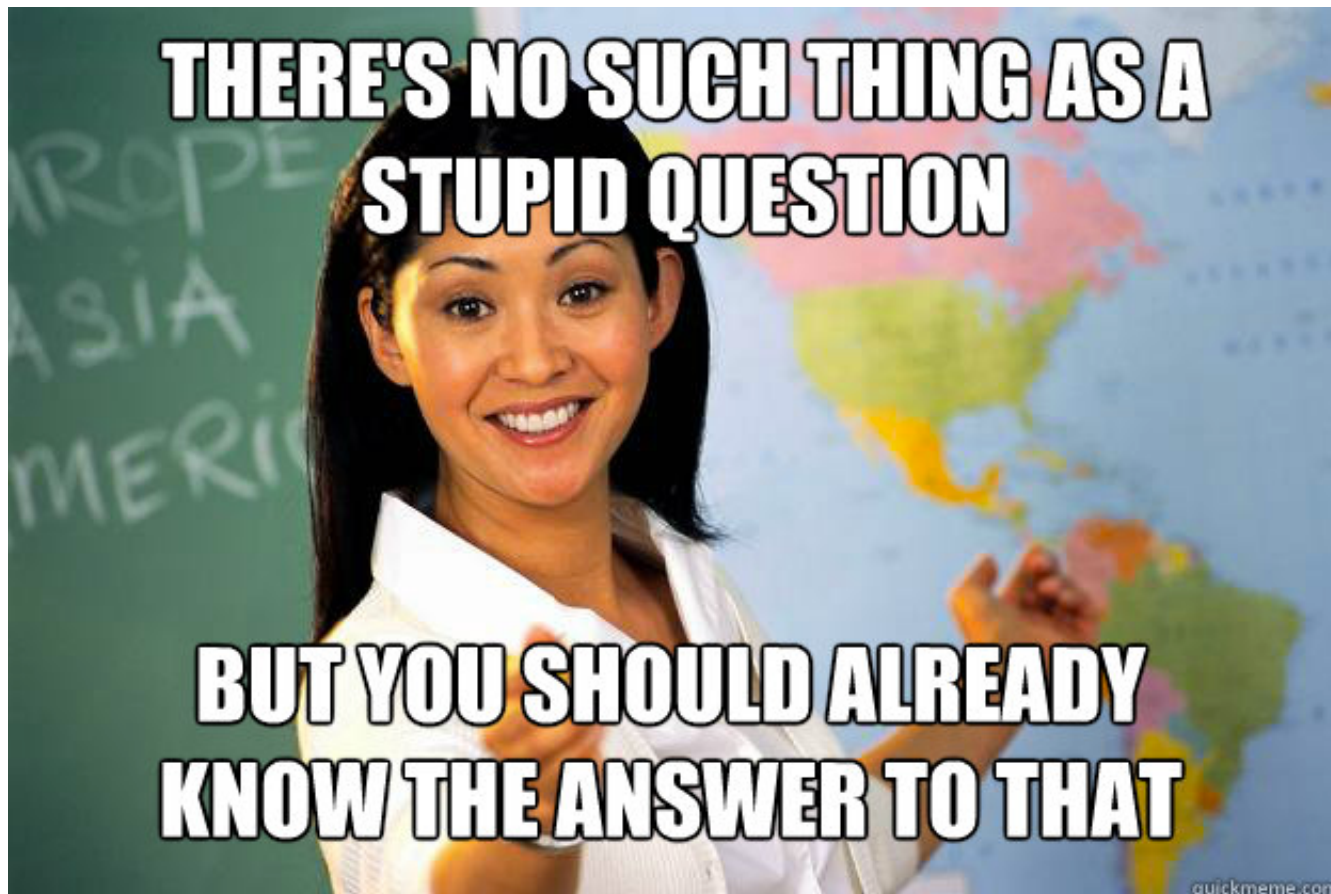
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Tip #1: Do Your Job

- If you don't know what your job is...
- If you're not sure what to do...
- If you're not sure how to do something...



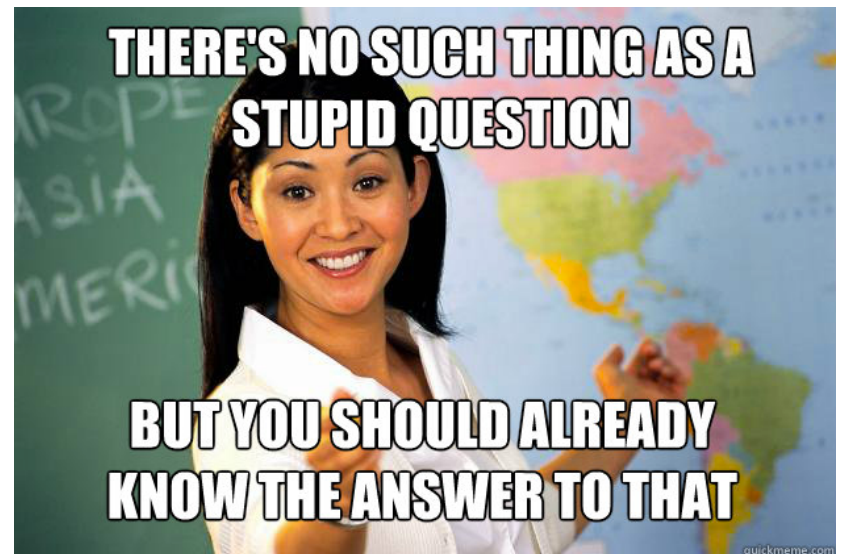
What if s/he says...



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Before you ask...

- Should you already know the answer to that?
- Have you been told the answer many times?
- Have you tried to find the answer on your own?



Suggested Phrases

- “I’m sorry. I know you covered this and I don’t remember the answer...”
- “I know you sent an email about this, but I don’t remember the _____. I looked for the original email, but I must have deleted it.”
- “I looked in our policy and procedures manual, but couldn’t find the answer...”

Tip #2:



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Tip #2: Signs you're "Owning It"

- You take responsibility for your "side of the street!"
- You don't throw people "under the bus."
- You don't cover up.
- **You perform at or above expectations!**



Tip #3: Ask for Feedback

- “What would you like me to start doing?”
- “What would you like me to stop doing?”
- “What would you like me to keep doing?”
- “What do you need from me?”



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Tip #4: Provide Your Opinions and Feedback (When Appropriate)



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Tip #4: Provide Your Opinions and Feedback (When Appropriate)

- Pick and choose your “battles.”
- Be prepared with data, analysis and facts to back up your argument.
- Success isn't measured by if your boss likes your feedback!
- Sometimes you win and sometimes you learn.



Tip #5: Solve Problems

- Anyone can complain...
not everyone will try
and solve the problem.
- So...solve problems.
 - Suggest solutions
 - Take a risk and try
new things
 - Don't get stuck on
“this is how we've
always done it”



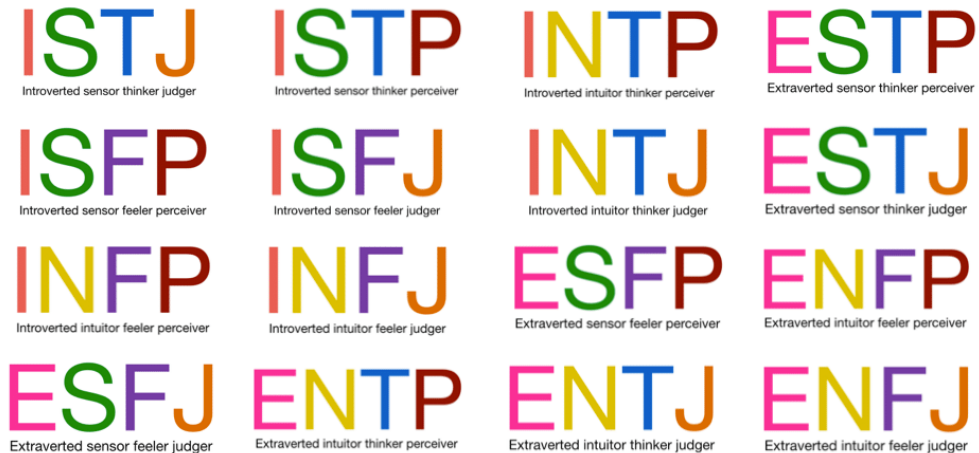
Tip #5: Solve Problems

- “I have a couple of solutions to the issue we’re having with lower traffic that I’d like to run past you...”
- “I’ve have a solution to our residents not attending events that I’d like to talk to you about...”



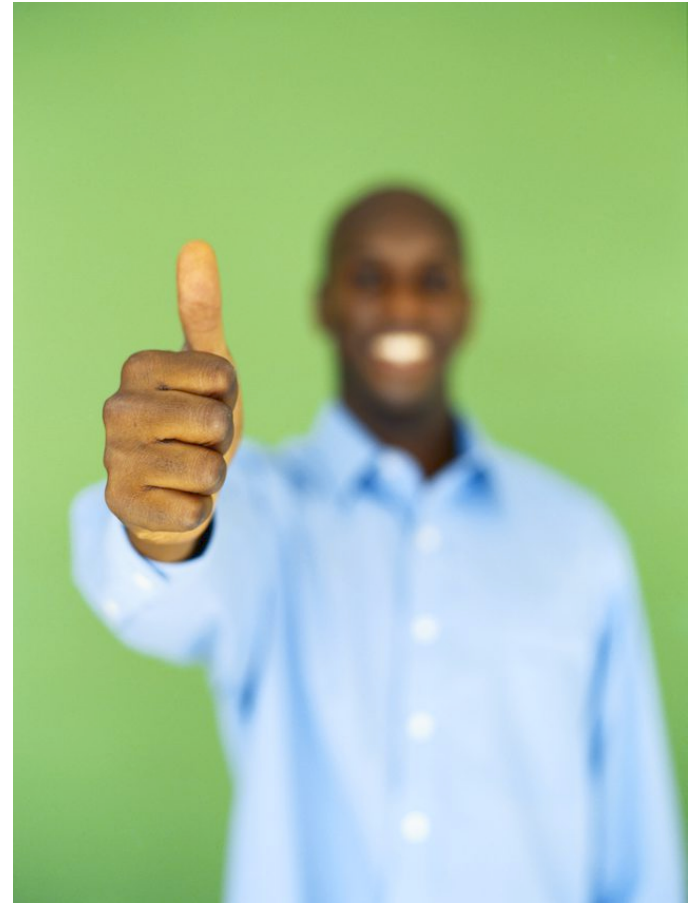
Tip #6: Know Your Boss' Language

- What is his/her personality?
- Extrovert?
- Introvert?
- Super social?
- Analytical and data driven?
- Chatty Cathy?
- Silent Sam?



Tip #6: Know Your Boss' Language

- OBSERVE: What does s/he like? Not like?
- What are his/her pet-peeves?
 - “My door is closed!”
 - Too much Monday morning chatter!
- Don't get stuck on whether you think s/he should be like that. Just accept it for what it is and game plan for how to work with it!



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Tip #7: Speak Your Boss' Language

- Armed with what you know about your boss, speak the language s/he knows!
 - If she loves numbers, use numbers!
 - If he understands “stories” then tell stories.
 - If he likes his “space” then offer space.
 - If she needs time to read through emails first thing in the morning, don't start telling the story of your awful date the night before.

Tip #7: Speak Your Boss' Language

- If you don't know what s/he wants and needs from you ASK!
 - “Do you prefer I email you or stop in your office when I have a question.”



Tip #8: Communicate Your Goals

- “I’d like to be a _____ in the future and would like your input as to what I should be doing now to be ready for that position.”
- “I want to demonstrate that I’m capable of doing more...”
- “I’m looking to strengthen my skill set...
 - what would you recommend?
 - there is a training I’m interested in attending...
 - Would you be open to cross-train me?

Tip #9: Help Your Boss Look Great!

- Do your job.
- Do it well.
- Give him/her a heads-up when needed.
(AKA: Reduce unpleasant surprises!)
- Represent the team well when interacting with people outside of the team



Tip #9: Help Your Boss Look Great!

- Say good things about your boss **publicly**.
- Don't gossip or vent about your boss to co-workers.
- Watch what you say on social media!



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Tip #9: Help Your Boss Look Great!

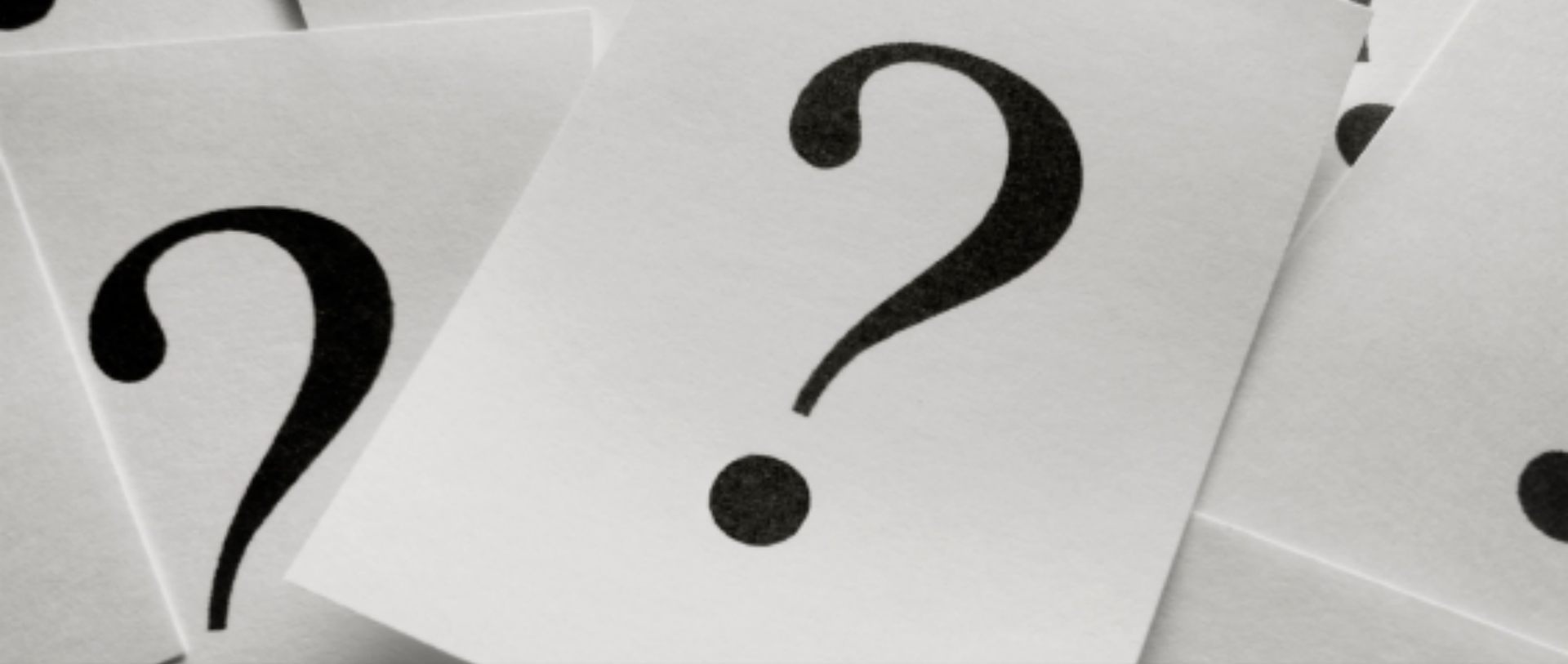
Don't dance on the tables with two drinks in your hand, after having many drinks, singing "Last Christmas!" during the company party!



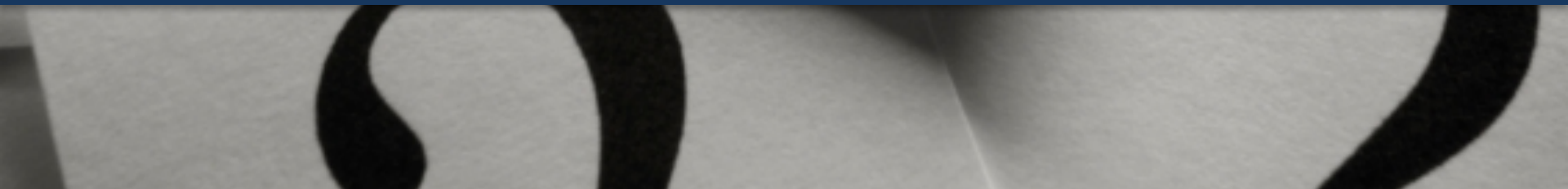
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Questions?



Upcoming Webinar

The Art of Taking a Service Request



Presenter: Rick Ellis

Thursday, January 11, 2018
1:00 PM - 1:30 PM CT

Register at
www.epmsonline.com

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