



## 7 Qualities of a Great Boss

Accelerating Excellence  
Podcast Episode #33

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*"I'd been conducting for 20 years when suddenly I had a realization.*

*The conductor of an orchestra doesn't make a sound. His power depends on his ability to make other people powerful.*

*And that changed everything for me. I realized my job was to awaken possibility in other people.*

*If their eyes are shining, you know you're doing it. If their eyes are not shining, you get to ask a question:*

*Who am I being that my players' eyes are not shining?"*

– Benjamin Zander, Conductor, Boston Philharmonic Orchestra

### 1. PASSIONATE

- They have a fire in their belly about their work. They are passionate about the mission of the organization.
- They always challenge, raise the bar, set high expectations, and expect excellence.
- They are not complacent, and they won't allow their direct reports to get complacent either.

### 2. INTEGRITY

- They understand that behavior is more caught than taught.
- They seek to be a role model and have high personal standards.
- They know that one of their most powerful weapons is simply their example.

### 3. CARING

- They take an interest in others. Gallup Management Research has found that a key employee engagement question is: *"Does my boss seem to care about me as a person?"*
- They take pleasure in seeing their employees grow and develop.
- They make others believe in themselves. They give others the gift of confidence.

### 4. GREAT COMMUNICATORS

- They are great at giving feedback both positive and corrective. They express appreciation for a job well done in a genuine, personal, meaningful way.
- They are great teachers.
- They are clear, concise and compelling. They get to the point.

### 5. INCLUSIVE

- Great bosses ask for advice.
- They are more concerned about making the right decision than being right.
- They keep their staff well-informed.

### 6. CONFIDENT

- They are respectful but not intimidated by those above them.
- They don't get too high or too low emotionally.
- They can command a room. Their confidence rubs off on others.

### 7. HUMBLE

- They are about everyone else, not themselves. They don't think less of themselves, they think of themselves less.
  - They are great at giving credit.
  - They have a unique combination of personal humility and professional boldness.
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