# # MANAGING YOUR VIRTUAL BOSS TWEET

140 Ways to Make the Virtual Organization Work for You

## CARMELA SOUTHERS

FOREWORD BY KEN BLANCHARD

BOOK 01

A THiNKaha® BOOK

# #MANAGING YOUR VIRTUAL BOSS
# tweet Book01

140 Ways to Make the Virtual Organization Work for You

## Book Excerpt

## By Carmela Southers

### Foreword by Ken Blanchard

**THiNKaha®**

**BOOK EXCERPT Table of Contents**

# Contents

*This is the Table of Contents (TOC) from the book for your reference. The eBook TOC (below) differs in page count from the tradebook TOC.*

# Foreword by Ken Blanchard

This book is a virtual must-have for everyone who works remotely!

**~Ken Blanchard**

Co-author of *The One Minute Manager®* and *Leading at a Higher Level*

Introduction

# Introduction

The world of work is changing and, like all change, it comes with the potential for both danger and opportunity. Although there are many skills required for working well virtually (organizational, technological, etc.), this book focuses on how to maximize your relationship with the individual who is the most critical (other than you) to your success—your virtual boss. If you work in an organization with a matrix management structure (as many of us do), these skills become even more critical as you manage your work with leaders, team members, and peers in both project and technical roles.

**Principle:** Although the title of this book may appear manipulative, my belief is that the most satisfying relationships both at work, and in life, are based on a win/win philosophy. The best way for you to succeed is to understand others' needs and motivations and to strive for solutions and actions that meet them.

# Section 1
## Understand Your Boss's Fears, Needs, and Priorities

Fewer layers of management, a larger span of control, and the virtual workplace make your boss's job more challenging. When your office moves into virtual space, many of the lessons learned from the face-to-face experiences of leading, partnering, and teamwork are no longer effective. Even if your boss attends great leadership training, most of the leadership techniques taught to managers are designed for management by walking around, not management via email. Your boss needs to feel informed, valued, and safe from the surprises that happen when he or she cannot see you working. This section provides clear guidance on how to ensure your boss is always your advocate when responding to inquiries from his or her boss, clients, peers, or the human resources department.

1

Approach virtual work by assuming that no one understands what you do and how you do it.

2

Your independence can make your boss feel that he or she adds little value. Show your appreciation for his or her support.

3

Bosses can't read minds; don't expect them to anticipate your needs.

4

Seek to understand others' needs, then meet both yours and theirs.

# Section  II
Blow Your Own Horn with Elegance

The best way to approach virtual work is to recognize that you are the only person fully aware of how well you perform your job. This section provides practical tips on how to market yourself as capable and successful without appearing self-focused or conceited.

# 27

Schedule a twenty-minute one-to-one phone call with your boss every week for updates.

# 28

Make sure your twenty-minute one-to-one call with your boss ends early. Your boss will appreciate the gift of time.

# 29

"What can I do to make myself easier to manage?" This question may take your boss by surprise, but it is a great surprise.

# Section III
Stay Focused on What Is Important

Working at a distance means losing those informal opportunities to align with long-term strategies or anticipate short-term crises that may affect your career. This section shows you how to remain a valuable team player by staying aligned with your organization's goals.

## 43

Regularly asking "How does this project help the larger organization?" positions you as a strategic thinker.

## 44

Never say "no" to your boss. Always say, "This is what we can do instead to achieve the goal."

45

When your brilliant idea is
trashed, save it for recycling
when the time is right.

# Section IV
## Develop a Reputation for Adding Value through Disciplined Communication

When people see your phone number on caller ID or your email address in their inbox, will they answer it promptly or ignore it? This section provides practical guidance to ensure your virtual communication is always perceived as adding value.

70

Act with intention on every email, phone call, and conference call.

**71**

If you cannot focus on the quality of your message, take a break and come back to it at a better time.

**72**

Despite popular myth, the quality of your email response is more important than its speed.

# About the Author



Carmela Southers is a speaker, author, and senior consultant with The Ken Blanchard Companies. As an author of Blanchard's Teaming Virtually®, Leading Virtually®, and Leading Virtual Teams® programs, she is an expert on helping organizations, leaders, and teams succeed in the world of virtual work. Carmela travels in the United States and abroad training, consulting, speaking, and improving the effectiveness of remote leaders, teams, individuals, and organizations.

**Getting "#MANAGING YOUR VIRTUAL BOSS tweet Book01"**
**([http://www.happyabout.com/thinkaha/managingyourvirtualbosstweet01.php](http://www.happyabout.com/thinkaha/managingyourvirtualbosstweet01.php))**

"#MANAGING YOUR VIRTUAL BOSS tweet Book01" can be purchased as an eBook for $14.95 or tradebook for $19.95 at
**[http://www.happyabout.com/thinkaha/managingyourvirtualbosstweet01.php](http://www.happyabout.com/thinkaha/managingyourvirtualbosstweet01.php)**
or at other online and physical book stores.

Please contact us for quantity discounts **sales@happyabout.info** or to be informed about upcoming titles **bookupdate@happyabout.info** or phone (408-257-3000).

# #MANAGING YOUR VIRTUAL BOSS TWEET BOOK 01

## How to Improve Communication, Boost Visibility & Maximize Your Potential in the Virtual Workplace

"Even if your boss works close to you, everyone needs to be able to work with customers, peers, and project managers who work virtually. This book helps you take the lead in all your relationships. I wish this book had been available when I was starting out."
Michele Numssen, Global Commercial Learning Leader, Merck

"If you want to help your employees win with their customers and their peers in our ever increasing virtual world, then buy Carmela's book today."
John Savoie, Regional Business Director, AstraZeneca

"Carmela Southers is right on target with terrific advice on how to 'win' as a virtual employee. This book should be a must read for every employee who wants to gain the flexibility to work off-site or from home! (Virtual bosses need their own copies, too!)"
Sioux Thompson, Financial Services Executive, Organizational Development and Learning

"As the organizational model and work structure is becoming increasingly global, it is very important for the employee and the manager to leverage and maximize the benefits of a virtual work force. This book provides a very pragmatic approach to working in this complex environment. The messages can provide a huge dividend to the employees and the organization for the time invested in reading it."
Hari Haran, President, Persistent Systems

Virtual work guru *Carmela Southers* presents proven win/win strategies for succeeding as a remote worker. Carmela has consulted with global giants like Merck, Ericsson, AMEX, Bayer, Discover Card, and U.S. federal government agencies. In this book, she generously shares her entertaining and practical advice.