

Question of the Week – August 21, 2022



Again, what do you do when the BOSS is wrong?

It's human nature to err and managers are no exception.

Some managers will recognize when wrong but there are some who will insist on being right when factually they are not. So, the first strategy is to not take it personally (hard to do sometimes) and to try to minimize any repercussions – as an example. The key is to know when to stop arguing but how do you do this? Arturo Corral

Leader Talking Points

Opportunity: Team-Building Activity

- a. Ask team members for examples of someone being WRONG outside of work.
 - 1) Politics: When you have someone claiming the other side is “wrong” based on perceived fake news but evidence to support this claim is based on conspiracy theories and misinformation.
 - 2) Other.

Discussion Points

- a. Ask your team for examples of someone being WRONG at work.
 - 1) Sales Target: When a manager continues to argue a sales target is simply a “stretch goal” when it is quite clear the target is impossible and unrealistic to reach.
 - 2) Other.
- b. Ask your team for ideas on how to manage a situation when someone is WRONG at work.
 - 1) Debate: Encourage the team to analyse the issue while not attacking the person.
 - 2) Other?

Team Challenge Activity

- a. Ask the team to offer one or two areas where managing being WRONG has been an issue.
 - 1) Example: Identify a situation where a team is challenged by a team member who refuses to acknowledge he/she is wrong.
 - 2) Ask for a volunteer to take the lead to work with the manager and team on the selected opportunity and report back to team on next steps.

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