

# The Office of Business and Financial Services

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City of Orlando, Florida

## Communicating Effectively with your boss



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# 1. Tailor Communication to Their Style

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- Every boss is different. Ask them how they would like to get information.
  - Email
  - Meeting
  - Status Reports
- Ask them what content they would like to see and provide several formats they can choose from
- Adapt to their style



## 2. Display Initiative

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- Be the one to get an appointment with your boss, or even ask for a regular appointment.
- If you go for a regular time and there is nothing to report, cancel asap. I always like having an hour that I can do the things I never get to.
- Try to anticipate the things that your boss may be asked about by his/her superiors but doesn't know. Most will appreciate it.
- Identify opportunities that will make your operation and your boss by extension excel.



# 3. Be Constant and Informative

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- Be vigilant about keeping your boss up-to-date. You will know or will find out if you are overdoing it.
- Put yourself in your boss's shoes and think about the questions they will be asked and answer them.
- Do the research and know your facts.
- Don't wing it! If you don't absolutely know, write it down and get back to them. If you guess, they may run with what you say and be embarrassed.



# 4. Inform, Don't Sell

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- I can't stand to be presented with a sales pitch disguised as a request for a decision.
- Start with a thorough problem statement.
- Give your boss the benefit of your knowledge and research.
- Even if you think the decision is obvious, go through the process of considering each alternative and its pros and cons and present all alternatives without bias to your boss.
- When you have honestly gone through all alternatives, present your recommendation.
- If your boss doesn't select the same outcome as you, leave your objections behind and push forward with enthusiasm. This reinforces their perception of your willingness to be a team player.



# 5. Why is this Important for You?

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- If you are ambitious and want your boss's job when they leave, show him or her:
  - that you understand management's point of view,
  - that upper management can trust you to produce great information and tell the whole story,
  - that your recommendations are sound and based on solid analysis that can be relied on, and
  - that regardless of the decision, you will embrace the agenda of the organization over your own and proceed with enthusiasm





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**-- QUESTIONS? --**

