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**Donald Cooper** is respected by clients in over 40 industries as both a “thought leader” and a passionate visionary in the areas of marketing, service and business excellence.

Drawing from his real life experience as a world-class manufacturer, award-winning retailer and business speaker, he has helped thousands of businesses throughout the world to add more real value to their customers’ lives...and more dollars to their bottom lines.

To subscribe to Donald’s thought-provoking, idea-generating, **FREE** monthly electronic **Newsletter**, email us at [newsletter@donaldcooper.com](mailto:newsletter@donaldcooper.com).

His website, [www.donaldcooper.com](http://www.donaldcooper.com) also offers free articles and business tools.

### **When the relationship between a boss and employee isn’t working out, the reason is usually this simple:**

Every time I’m asked to help out with an employment relationship problem, both the cause and the solution are usually a lot simpler than you might imagine. When an employee is unhappy with their boss, I ask them to honestly answer these three questions.

- 1) Do I have confidence in his or her competence,
- 2) Respect for his or her character...and,
- 3) Rapport with his or her personality?

If the answer to any of these is "no", you've uncovered the problem. If you don't have confidence in your boss's competence, respect for his or her character and rapport with his or her personality, your career is going nowhere...and your life is probably somewhere between unhappy and downright miserable. And, two out of three is never good enough. If your boss is nice but incompetent, you're in trouble. If he or she has the ability to do their job but is cursed with an unfortunate personality, or no moral compass, you're in trouble.

Now, because life's a 2-way street, put yourself in your boss's shoes for a minute and ask the same three questions in reverse. Does my boss have...

- 1) Confidence in my competence,
- 2) Respect for my character...and,
- 3) Rapport with my personality?

Once again, if the answer to any of the three is "no", you're in trouble.

So, whether you're the employer or the employee, if you're in a bad match-up, what's to be done? Well, once again it's not that complicated. Either the problem can be fixed...or it can't. If it can be fixed, develop a realistic plan to fix whatever's missing. If it can't be fixed move on...or get used to being frustrated and miserable.

For more information on how Donald Cooper can help you redefine and reinvent your business to create, deliver and communicate compelling, customer-owning Value, visit our website at [www.donaldcooper.com](http://www.donaldcooper.com), email us at [sharen@donaldcooper.com](mailto:sharen@donaldcooper.com) or contact us by telephone in Toronto, Canada at 1-(416) 252-3704.