

Have You Been a Naughty or Nice Boss?

How to Avoid a Lump of Coal in Business

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The recession has created stress and provoked “bad behavior” among the best of us. But some have been naughtier than others during 2010. Most professionals mean well...but pressures, haste, anxiety, and sometimes simply a lack of information can all result in actions that hurt or annoy others.

Last week, I gave a shoutout to some retailers and small businesses that are living proof that a smile, extra customer care, and a well-timed thank you can all result in more business. Here are some additional examples of simple things that businesses/individuals have done this year that are “nice” and others that may just result in a lump of coal on Christmas morning. Even if Santa’s not watching, your customers and colleagues might be.

Nice:

- An unexpected call (yes, an old fashioned phone call) or handwritten note of thanks from a company owner.
- Phone calls returned within 24-48 hours.
- On-time payment (or honesty about financial hard times and agreement to a payment plan when cash is tight).
- The question, “What can I do to help YOU?”
- Being cordial to your competitors.
- Unsolicited introductions to new business prospects or offering up of great ideas.
- A gratis invitation to a special business event.
- “Likes” on Facebook and comments on blogs (hint, hint!).

Naughty:

- Yelling (either in person or IN EMAILS VIA ALL CAPS.)
- Not listening.
- Using other people’s Facebook walls to talk nonstop about yourself.
- SPAM.
- Trash-talk and gossip.
- Keeping a “scorecard” of all the nice things you do and expecting an equal number in return.
- Clique-like behavior at networking events. (Bring folks into your circle and introduce them.)
- Whining and resisting new solutions to problems.

**You still have a couple of weeks left to be on your best behavior! And apologizing for naughtiness is always appreciated by others, and moves you up to the “nice” list.*

Do you have any additions to the list? Please be sure to add them below. Remember, Santa likes readers who comment on blogs!

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