

## Would You Be an “Undercover Boss”

There is a new reality show airing called *Undercover Boss*. You may have watched it right after the Super Bowl. It puts CEOs right on the front lines with the regular folks who don't know their newest co-worker actually runs their company. While working alongside their employees, CEO's will see the effects their decisions have on others, where the problems lie within their organization and get an up-close look at both the good and the bad while discovering the unsung heroes who make their company run.

What is stopping you from doing this? You don't have to be a Fortune 500 company to do something similar. Would it change your view of the company? How would it help your company? There are a number of CEOs that have participated in this undercover operation including George Colony, CEO of Forrester Research and Tom Leppert, the mayor of Dallas.

Even if you start just briefly participating in this, the payoff could be great.

Here are some ideas to get you started.

1. Make it personal. With texting and emailing, don't forget how nice it is to still receive a handwritten thank you note. Write one to your employees and keep the lines of communication open.
2. Go on the next sales call. Take a trip with your sales people. Walk the front line with your people occasionally.
3. Don't hide in your office. What if you moved your desk to the middle of the action? In the middle of the office with the other entire workforce. Try it for three weeks – the longer the better.
4. Take one employee out to lunch every week. From the Receptionist to your Director of Operations. Everyone should have a little one-on-one time with the big cheese.

By making these few changes, you will have greater insight to see how and where improvements can be made from both an operational and morale standpoint.

Take this quiz to see what type of boss you are.

[http://www.cbs.com/primetime/undercover\\_boss/boss\\_quiz.php](http://www.cbs.com/primetime/undercover_boss/boss_quiz.php)