

### Sample 1: Poor Outline

#### **Title: How to Give a Presentation**

##### Body Language

- Stand straight up never slouch because, it gives your audience the impression you are confident in what you are talking about.
- Look directly in the faces of your audience member because, when you are convincing someone about something eye contact is the key to your success in doing so.
- Keep hand movements to a minimum because, you don't want to distract your audience from the topic your presenting.

##### Speaking

- Speak with a clear voice so it is easier for your audience to understand you.
- Speak loudly so your audience members can hear and if you are presenting in a big area you might really need to turn up volume, even those in most cases you may have to use a mic.
- Try to make the points your making as simply as possible, so that all members of the audience can truly understand you.

##### Wearing the proper attire

- Dressing in bright colors would be ok, if you were doing standup comedy. If that's not what you're presenting than you may want to rethink your choice of clothing.
- Business casual is most common and you can never really go wrong by dressing in business casual attire.

## Sample 2: Quality Outline

Student Name  
CMST 101

p. 1

**Topic:** How to Deal with a ‘Bosshole’

**Purpose:** Informative

**Specific purpose:** To provide the audience with valuable information on dealing ‘bossholes’ in the workplace.

**Thesis:** A boss with a bad attitude can make the workplace a living hell for everyone involved, and may even scare employees off; however, it is important to handle these situation directly and calmly so as to prevent an escalation of the situation.

**Organizational pattern:** Chronological

### Introduction

- I. Imagine waking up dreading work. You spend all morning fretting about whether or not you’ll be the target of your manager’s frustration that day. You spend all day at the office just trying to keep your head down, and you’re afraid to ask questions or even move from your desk. You feel relieved when you see the manager has chosen someone else to scream at for the day. You probably wouldn’t last very long at that job, and you would be miserable during your time there. After conducting a survey of 4,500 public service workers, the Danish, who are rated as one of the happiest nations in the world, were able to conclude that “people don’t leave their jobs, they leave managers” (Warrell, 2014). A bad manager, or a “bosshole” per se; can cause serious damage to a workplace.
- II. It’s important to understand the negative affects a bad boss or manager can have on you, such as the ones covered in the article from *Inc. Magazine*, and what steps you can take to handle these special sorts of people spawned from hell.
- III. *A boss with a bad attitude can make the workplace a living hell for everyone involved, and may even scare employees off; however, it’s important to handle these situations directly and calmly so as to prevent an escalation of the situation.*
- IV. You can first start by lowering your standards, then plan an approach to this person’s bad attitude, and last always do your best to offer feedback.

### Body

- I. Start by lowering your expectations, but have faith in your integrity. Or at least this what Marie McIntyre, who has 20 years of experience in career coaching and whose writing appears in *Fortune Magazine*, *Forbes*, and the *New York Times*, says. McIntyre lists this as the first step in dealing with a bad manager.
  - A. Don’t try to change your boss. A bad boss earns his or her reputation over time, chances are they are pretty set in their ways.
    1. It is a better idea to learn to work with this person than to be naïve in thinking you can reform them.

- B. The less you expect from them, the less disappointed you’ll be.
  - 1. If you get upset every time your ‘bosshole’ of a manager flips out, you’re going to be living in a world of hurt and it’s hard to be productive when you’re crying in the supply closet, take it from someone whose been there.
- C. You can’t save the world all by yourself.
  - 1. Don’t make it a goal to single-handedly take down the boss, you’ll only put a lot of pressure on your own shoulders.
  - 2. Instead, try working with other employees, and work towards a common goal. McIntyre refers to this as “strategizing with other victims” because it is true, everyone suffers when a manager is out of control (McIntyre, n.d).
    - a. It’s like a twisted version of teambuilding; the goal being to de-throne and/or reform your ‘bosshole’ into the boss you’ve always dreamed of having.

**Transition:** I just highlighted three ideas regarding lowering expectations. They were don’t try to change your boss, expect less and you won’t deal with as much disappointment, and work with other employees. Speaking of working with other employees, the next step you should take would be to....

- II. Develop an effective plan for de-throning your bosshole, or as Margie Warrell would say, consider “managing up” (Warrell, 2014). There are two important steps.
  - A. First, start by identifying their motivations.
    - 1. What drives them to act the way they do and why do they handle things so poorly?
      - a. Could it be due to stress? Is the person above them even more of a jerk? Are they dissatisfied with life in general or simply their job? Family problems, perhaps?
    - 2. Margie Warrell (2014), a *Forbes* writer with a background in psychology and experience with Fortune 500 companies, suggests considering the following specifically:
      - a. “What keeps him up at night?”
      - b. “What frightens him?”
      - c. Warrell mentions that knowing these things may help us better see their point of view...But I think we can all see where this information might really come in hand.

B. Second, learn how to effectively interact with them.

1. Rather than attacking your boss or fighting fire with fire, try working with them.
  - a. Try to remain calm and talk things through.
    - i. For example, try nodding your head to show you are paying attention and ask questions which will demonstrate your understanding or the make clear the areas where they need to better specify.
2. Show that you understand where they are coming from and make an effort to understand and reiterate what they are saying.
  - a. For example, try summarizing the information they have given you and repeating it back to them to make you sure you are on the same page.

**Transition:** So remember the two steps to de-throning a “bosshole” are identify their motivations and learn how to effectively interact with them. After surviving an encounter with a “bosshole” it’s a good idea to reflect on where things went wrong, or where they may have gone right. Then apply those strategies and techniques in the future. You should also go one step further by.....

III. Offering feedback in a calm moment, as Marie McIntyre suggests.

- A. Communication is key, don’t give up.
  1. According to an article from *Real Simple* about unapproachable bosses, “when communication shuts down, more problems are likely to arise” (n.d).
    - a. You should share your reflections with your boss, as it may encourage them to reflect also.
  2. Remember that is always important to continue to communicate even when it is difficult or you may be scared to do so.
- B. Be honest and open when addressing the problem.
  1. You will have to directly address the problem with their attitude, and your feelings about their behavior or treatment of others.
  2. Try not to come across as blaming them, as they may become defensive, but rather offer them help and support in better communicating with others.

- C. Remember to have these solutions prepared ahead of time and be ready to discuss the approach you'll be taking as a team to resolve the issue, if you come unprepared the opportunity may arise for them to ridicule you're thinking.
  1. Let them know you're there to help, because chances are they are well aware of their reputation and probably aren't sure how to back track.
  2. Present the solutions or ideas to improve their communication in a manner that doesn't put it all on them, but rather on the office as a whole.
    - a. This way they won't feel targeted or as though they are the root of the problem, even if they actually are.

**Transition:** Offering feedback may seem like a death wish, and not all bosses with have a good response, but it can make a big difference. You have to remember that communication is key in any situation, you will need to be open and honest with your thoughts, and you should most definitely have any solutions prepared ahead of time in order to avoid ridicule. Overall,

**Conclusion:**

- I. Handling a "bosshole" will require plenty of integrity and will probably test your morals, but it's important to be prepared and know how to handle the situation. Knowing how to appropriately handle a bad manager could potentially save your job, and the company as a whole.
- II. "Bossholes" can cause serious problems in the workplace, including issues with employee retention, low office morale, and an overall loss in productivity, if not handled properly, these problems can escalate until they are out of control.
- III. When a boss gets out of control it is important that someone is there to help reign them in and take control of the situation, the keys things you should remember are;
  - a. Lower your standards, you're not superman, and you can't reform a person's personality in a matter of days.
  - b. Develop an approach or an effective way of handling this **out-of-control** "bosshole," do not try fighting fire with fire, which would result in a lot of fire, and furthermore, a loss.
  - c. Do your best to offer feedback in a calm moment, take any opportunity you can to help the "bosshole" improve their communication skills and remind them that you are working towards a common goal for the company.

Overall, remember to **stand up for not only yourself**, but your job, and the office or company as a whole. If everyone backs down and lets this out of control manager continue to wreak havoc, the company could fail and leave everyone without a job. Do your best to make a difference. . . .

...and when all else fails, learn to kiss ass.

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### References

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Warrell, M. (2014, January 4). How to handle a bad boss: 7 strategies for 'managing up.' *Forbes*. Retrieved from <http://www.forbes.com/sites/margiewarrell/2014/01/20/6-strategies-to-handle-a-bad-boss>