TL;DR

For People Leaders:

Make Feedback a Habit

- ☑ Establish regular feedback loops to create a culture of open, constructive conversations.

- ☑ Encourage managers to ask, **How do you prefer to receive feedback?** to tailor their approach.

Support Scalable Leadership Development

- ☑ Pair structured training with **1:1 coaching** to personalize leadership growth.

- ☑ Use frameworks like EOS or structured check-ins to standardize expectations and feedback.

Balance Accountability with Empathy

- ☑ Teach managers to hold high standards while recognizing individual challenges.

- ☑ Shift the mindset from **delivering tasks** to **developing people.**

For Managers:

Set Clear Expectations Early

- ☑ Misalignment often leads to conflict—define roles, goals, and accountability upfront.

- ☑ Use structured frameworks to set and reinforce performance expectations.

Let Go of Control

- ☑ Delegate work to enable team growth rather than micromanaging every detail.

- ☑ Reframe success from **personal achievement** to **scaling impact through others.**

Embrace Conflict as a Growth Tool:

- ☑ View conflict as a way to challenge thinking and build stronger teams, not something to avoid.

- ☑ Encourage open dialogue and trust-based disagreement.

BOON TAKEAWAYS

1. **Regular Feedback:** Normalize ongoing conversations instead of waiting for formal reviews.
2. **1:1 Coaching + Training:** The most effective manager development is a combination of structured learning and individualized coaching.
3. **Expectation Setting:** Clarity from the start reduces misalignment and tough conversations later.
4. **Delegation as Leadership:** True leadership is about empowering others, not just doing more.
5. **Conflict Resolution Skills:** Helping managers navigate difficult conversations leads to better team outcomes.