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EP5

Cheat Sheet

The Hidden Drain on Your Bottom Line: Unused Human Capacity

Featuring Bob Borchardt

By Rob Levin, Creator of [Greattalentpodcast.com](https://greattalentpodcast.com)
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It's time to turn the insights that you learned from Bob Borchardt's episode into real, actionable change. We're not just talking about leadership in theory—we're diving into how you can apply it in your own work environment.

Think of this as your personal leadership lab. You'll reflect, rank, assess, and strategize—all with the goal of unlocking the untapped potential within your team.

Ready? Let's jump in!

Section 1: What's Holding People Back?

Bob Borchardt points to four major roadblocks that keep people from reaching their full potential at work. Based on your own experience, rank these from 1 (biggest issue) to 4 (least significant issue):

Underdeveloped Leaders:

☐ 1 ☐ 2 ☐ 3 ☐ 4

Organizational Confusion:

☐ 1 ☐ 2 ☐ 3 ☐ 4

Disengaged/Unfulfilled Employees:

☐ 1 ☐ 2 ☐ 3 ☐ 4

Now, pick your top-ranked issue and briefly explain why you see it as the biggest challenge.

Section 2: The Cost of Confusion: Can You Crack the Code?

Poor communication costs businesses more than we realize—but how much? Let's find out.

Step 1: Take Your Best Guess

Imagine a company with 50 employees where messages get lost in translation, instructions are unclear, and meetings leave people with more questions than answers. Based on what you know, **how much money do you think this company loses each year due to poor communication?**

💰 **Your Guess:** \$_____

Step 2: Investigate the Impact

Think about your own work experience. Where does miscommunication show up the most? Check all that apply:

- ☐ Missed deadlines
- ☐ Unclear expectations
- ☐ Time wasted clarifying tasks
- ☐ Employee frustration or disengagement
- ☐ Customer mistakes or complaints

Step 3: Crunch the Numbers

Now, let's do a rough calculation:

- How many hours per week do you think the average employee loses to communication issues? _____ **hours**
- Multiply that by 50 employees. _____ **hours lost per week**
- Now, multiply that by 52 weeks in a year. _____ **total hours lost annually**
- If the average hourly wage is \$25, how much does this cost the company?
\$_____

Step 4: Compare & Reflect

How does your final estimate compare to your first guess?

What's one thing a leader could do to reduce this cost?

Your insights:

Section 3: How Clear Is Your Leadership?

Think about a leader you know well—it could be yourself, a manager, or even a mentor. Using a scale of 1 (not at all) to 5 (very effectively), rate how they demonstrate these clarity-driven leadership traits:

- Awareness (of self, others, and situations): 1 2 3 4
- Constructive, Two-Way Feedback: 1 2 3 4
- Clear and Fair Expectations: 1 2 3 4

Now, pick the lowest-scoring category. What's one specific example that illustrates this gap?

Section 4: Leading Beyond Labels

Managing a multigenerational team comes with challenges—different work styles, expectations, and communication preferences. But Bob argues against leading based on stereotypes and instead suggests “leading to the one.”

Describe a challenge that could arise when managing a team with different generations. How could the idea of focusing on individuals rather than labels help resolve it?

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