

True story. A woman worked for a small business. Boss/owner was in the office everyday and hyper-viligent about “customer service.” The company offices were small enough so that every phone call could be heard. More important for this story, the single-stall restroom was immediately off of the main work area. When a customer called and sales reps were in the restroom, the boss would stand—get this—outside the door and yell that “Your client is on the phone! Hurry up!”

Nice.

Now as a business owner and as a consumer, I am all about providing great customer service, but come on!!! What this boss did not appreciate was the signficance of recognizing and honoring personal and professional boundaries. As a result, he created a very uncomfortable workplace.

Did the conduct rise to the level of illegal harassment or bullying. Probably not. Did it create uncomfortable situations in the workplace. You bet. Unfortunately, the problem of not repecting boundaries or too intrusive bosses is widespread.

[Take a look at About.com’s workplace site](#) or one of my favorate sites <http://www.badbossology.com/>

Each of us has a personal and professional boundary and if someone comes trespassing it is up to you to tell the offending party. No fair playing the “he should know” card. Maybe he should know. Maybe you should remind him (or her).

If you want some guidance on how to start or stay in the conversation, take a look at my website <http://www.managingconflict.com/> for free articles.