Leadership Brief | Published November 20, 2026

The Manager Who Carries the Gap

Your crew looks to you for what matters today, even when nobody above you said. Before your next shift, get one answer from your own boss and carry it to the crew.

Picture a lead who walks onto the floor with no plan from above. The priorities changed at noon. Nobody said why. The lead still has to stand in front of the crew and say what matters today.

Gallup saw the same thing this year: fewer managers are engaged, and managers drive most of how engaged their teams are.

The lead is not the problem. The system that sends nothing down to the lead is the problem. When the lead runs out of room, the crew feels it first.

A lead cannot hand down what never came down. Clarity starts one level up.

One move tomorrow: before the shift, ask your own boss one question. What is the one thing that matters most today? Then tell your crew that one thing, in plain words, before the first job starts.

A lead who carries the gap alone wears out. A lead who asks one level up for the one thing that matters gives the crew a standard to hold.

Source: Gallup, State of the Global Workplace 2026

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