



Bergstrom-Elder Consulting Group

Say Yes! to Success

As I mentioned last month, a few Sundays ago, one of our teaching pastors, Tim Elmore, gave a talk on dealing with difficult people in our lives. I was very impressed with the insight to everyday people and to the people we must deal with in our businesses. Tim mentioned 8 traits of people and how, as caring people, we can effectively deal with those traits. I'll cover several more of them here and additional ones in e-newsletters to follow. I want to put them into our relationships with our employees, since I see the opportunity for bettering the employee and improving profits.

Third, people look for a better tomorrow. These past few weeks have been a real ride. The reason most of us have been on the ride is we, like all people, look for a better tomorrow. With the housing crisis, with the banking crisis, and with all the other issues of the day, how do we as owners and managers help our employees get through this? How do we show them a "better tomorrow"? Well that's a major part of our job of managing people. We need to daily show our employees the bright side of issues, the glass more than half full, the positives. Let them know what is happening and how they can help make tomorrow better. Is it easy? No way! Changing people's attitude is one of the most difficult things you have to do. It rarely happens the first time you speak with them. It's a process, an on-going forever process. If you can't come to work 95% of the time with an upbeat attitude how do you expect to instill that in your people? It all starts with you! I know, "Thanks Dan, for putting another brick on my already heavy load." There is a key reason for doing this. Your employees will be more productive, they will be more loyal, and you will be more profitable. Attitude is contagious! You are one of the main influences on your people. You can over time help them have hope even in this difficult time.

Fourth, people need to be understood. Now let's go another side of the story. Your employees have a need to be understood. They want someone to listen to them when they have ideas, problems, or concerns. Of course there are a few employees who seem to constantly have ideas, problems or concerns. These folks need to be tempered but still heard. If they don't change, then it's time to change them. Way back when, we used a consultant, Don Kardux, who had a system for our employees and their ideas, problems, and concerns addressed it a way that made them feel heard and managers not feel threatened. Action on the input of the employee and listening were the backbone of this program. Give them an ear and your company will flourish.

Stay tuned for more thoughts next month. If you missed part one or would like to read it again, hit the back button and you can find it on the Coaching page.