

# THE BUSINESS OR THE PEOPLE – WHICH COMES FIRST?

## OVERVIEW

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Dealing with situations of unsatisfactory performance can be difficult because it can seem and feel as if we are taking the 'Company's side' against the person involved. Damned if you do and damned if you don't! Indeed this can often be the reason why managers refrain from challenging people on their performance or behaviour - managing their people and getting things done require good relationships with people and confronting them will damage relationships.

For that reason, managers can get tugged in different directions and can find themselves in a tug of loyalty to the 'Organisation or to their people. This module will resolve that issue and dissolve that perceived conflict between the two.

## OBJETIVES

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1. Discover how the perceived dichotomy between the organisation and people is an illusory and false one.
2. Learn how to always be faithful to people and always do what is good for them.
3. Learn why being faithful to the Company or organisation is the best way to look after people.
4. Learn and practise how to bridge the gap between the welfare of the organisation and people's welfare.
5. Get in touch with how you can always manage with integrity and be BOTH strong and caring.

## LESSONS

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### **1. Introduction**

1. Welcome
2. Objectives
3. Course Format

### **2. The Elephant of Unsatisfactory Performance in the Room**

### **3. The Dilemma - being Hard o Soft!**

### **4. The Two Pillars Philosophy and Reality**

### **5. What is Good for EVERYBODY**

1. The New Mindset and New Paradigm

### **6. Test for Understanding**

### **7. Final Review**

1. Final Message and New Paradigm
2. Leadership Tool
3. Summary of Course Learnings (PDF)
4. References

## DURATION

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While you could take this course in less than a half-hour, it is our recommendation that it be taken over the course of few days to allow you to reflect on learnings, check your understand, discuss it with others (or with a Maybe consultant.)

This will help to ensure that you come to the group session well equipped to make a big contribution to the meeting and ensure that the learnings are applied to enrich and improve your daily work and life.