

## EVERYTHING IS CHANGING - BUT NOTHING CHANGES!

OPEN FORUM 2002

This year saw us at the Hilton Metropole at the NEC where people from Airlines, Transport, Retail, Finance, Logistics and the Public Sector and surprised themselves with the similarities of the issues they face.

Fast growth, stagnation or the need for a major turnaround seems to give the same pressures and require similar approaches to resolve.

So what seems to be going on?

- Change is still not understood.
- Leadership seems to be in permanent short supply.
- "It's not that they're not communicating they're just not saying anything!"
- People are treated as our greatest liability rather than the asset they keep being called.
- Does customer loyalty stand for anything really?
- Have we really moved on in terms of people, HR, ER or IR?

More people than ever are exposed to some information about almost everything - much of it contradictory. Forming a constructive point of view is much harder than a negative one. So how trustworthy are those people who "lead" us seen to be?

I doubt people have ever felt more

helpless, or distrusting of those who make distant decisions that influence their lives. Is conspiracy theory a growth industry?!

The more we discussed our most recent findings the more the group reaffirmed that the people issue was ever more central to future success - or at least sustainable success.

This was central to our thinking. Who are the people having a role to play in our organisation? What do they really offer? How do we get the best out of everyone involved? How do we face up to difficulties when they arise?

In fact why do we even try to change people? Can't we just concentrate on the strengths they bring, apply them to what the organisation needs, develop them further - and if their capabilities are not for us - help them move on to where they might be more effective both for themselves and the organisation they join?

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To read more about the October 2002 Forum:

["Creating the future you seek"](#)

or to register your interest in our February 2003 forum, please visit:

[www.leading-change.co.uk](http://www.leading-change.co.uk)

## AVOIDANT PERSONALITY DISORDER

It's official employees with avoidant personality disorder are good news.

According to Management Today, people with Avoidant Personality Disorder (APD) never ask for pay rises, work twice as hard as non-APD's to avoid criticism and constantly smile (in case anyone should think them unfriendly).

So if you can put up with the mumbling, blushing and their inability to look you in the eye - you're onto a winner!

## Mercers Britain at Work study

3500 UK workers were surveyed and it was found that, even among senior managers, only 49% felt that they could trust management communication.

Only half of the UK workers surveyed feel that there is sufficient contact between managers and employees in their organisation and only 42% believe sufficient effort is made to get the opinions and thinking of people who work in their organisation.

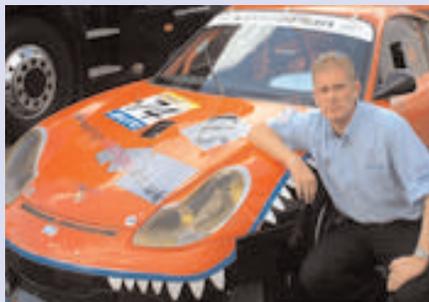
Limited two-way communication leads to a lack of confidence in management. Less than half of the UK workers surveyed believe that their organisation as a whole is well managed.

## Out But Not Down At Donington Park..

A huge thank you to all the clients, colleagues and friends who joined us at Donington Park to cheer on the [leading-change.co.uk](http://leading-change.co.uk) sponsored Porsche in the FIA GT Championship.

Despite the technical problems preventing our car from actually competing a great day was had by all. Our car and driver, Jamie, made it to fourth place in Estoril, Portugal - only to suffer from gearbox failure 15 minutes from the end of the three-hour race!

But we're not down we're looking forward to next season when our very own Chairman, David Wall (who



just happens to be a professional racing driver!) will be competing in a specially built BMW M6 and competing on circuits all over the world.

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