

Breaking the Mould

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August 2010

What Is The Difference Between An HGV Driver And A Manager? An HGV Driver Has To Be Trained, Then He Passes A Test.

England

Last month we were contacted by an engagement practitioner, Jacob Schneid, from Toronto who wanted to know about BtM. He will arrive in the UK this month to take part in a week long residential BtM Implementers training programme. On completion of the training programme he returns to Canada to market and implement the BtM Process. The training involves some classroom work but the core skills are transferred practically when the student goes on site, delivers BtM, and produces the measurable change that characterises an engaged workforce. We will continue to support Jacob through SKYPE while he implements his first project. We do not have any representation in North America so we are providing the support that will give the implementation the best chance of success and Jacob the most valuable learning experience

We have been very impressed with the new government and their efforts to get rid of wasteful bureaucracy by involving the electorate. Nick Clegg, as deputy PM has set up a website to find out what the public believe to be useless pieces of legislation, the usual suspects are the smoking ban, the hunting ban and the various other attempts of the last Govt to tell the public how to live their lives. There was an unexpected bonus. Somebody wanted the law of gravity repealed because it discriminated against fat people. Brilliant!

John Seddon said about the new style of government: *I listened to Andrew Stunnel, a minister for communities and local government (CLG) in the new coalition, speaking at a conference two weeks ago. He made it absolutely clear: there will be no specifications coming down from the centre. I asked him, for clarification, that this really would mean getting rid of those roles, he said yes. I read Eric Pickles' article in the Local Government Chronicle, he is the minister in charge at CLG; he said the same. Last week I met Greg Clark, another minister at CLG and he too was unequivocal. The regime is over. No longer will children in Whitehall dream up their dumb ideas on how to design, manage and measure public services; no longer will they tell local public service managers what to do and send the Audit Commission in to bully people in to compliance. The message from the ministers is crystal clear: they want leaders of local public services to get on with it. Responsibility has been put in the right place. We should rejoice.* Indeed we should!

Ken Minor – Leadership Resources

This month we published the article, "A Change Of Government." In it we documented the sorts of changes that we have recently seen and note the change in style from the old directive approach of a government that knows far better than we do what we want, to the inclusive decentralised approach that we recognise as being so much more effective in industry than the Command and Control approach that it replaces. <http://tinyurl.com/32rgcj3>

We were taken aback by an article in the HR Review with the title "Entertainment helps raise employee wellbeing," which suggests that "*Offering ways for employees to relax after working hard in the office can be one of the best means for businesses to raise staff wellbeing and productivity*" Call me old fashioned but if the office environment is so toxic, letting the employees go home would be much better for their wellbeing than making them spend even more time in the company of the people who caused the stress in the first place. <http://tinyurl.com/37jnl2h>

North America

We have written several times this year on the Toyota crisis likening it to a journalistic feeding frenzy brought on by signs of weakness. This article tells us that of the 75 fatal accidents in the US involving Toyotas in sudden acceleration incidents only one involved a fault with the vehicle. The link, to an article on BNET, shows how the media, by their bias treatment of facts, created the whole debacle at goodness knows what cost to the consumer, after all, who is going to pay for the cost of recalling all those vehicles? Are Toyota really not going to pass it on to their customers? <http://tinyurl.com/39antjd>

India

Dilip Naidu a lecturer in Pune got in touch after reading a post we made about retention. The majority wanted to give employees rewards or other extrinsic incentives to make them stay. Dilip agreed with us that unless the behaviour of management could be changed then trinkets were unlikely to affect the way that people felt. <http://tinyurl.com/37fxmxt>

Selby's Page www.BreakingtheMould.co.uk

Demetri in Milton Keynes sent us this link which is spot on <http://tinyurl.com/3axqr8s> and goes with new entries to Selby's page from Ken Minor, "Twenty Oneliners and Blonde, and from Selby, Teachers, Cops, and Mensa. These are brilliant. Thank you all.