

This is not a party political broadcast...

By Neena Baid

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This month I thought I would have a bit of fun with my blog, after all, surely we need a short break from all of this politicking for at least five minutes. The points I make in this blog are all my own written to promote the discussions around people behaviours and allow time to reflect on how you would manage or deal with this scenario. I have to reiterate this is not a party political broadcast, please do not switch off.

The Scenario 8th May 2015

Two months ago you were successful in a bid for a contract to implement change to an up and coming retail business. Your task as a new manager is to get your clients onsite team to work together to implement the changeover from a manual procedure to a new computer based system and processes (for example Fashion Master).

After struggling through traffic, because of the road closures you surprisingly make it to the first team meeting just on time. There's lots of noise coming from behind the door. You swing it open with a big smile on your face which drops as you see whose inside. You rub your eyes surely this must be a dream? No it's not a dream and this 'really' is happening. There they are in full glory Ed Miliband, David Cameron, Nick Clegg, Nicola Sturgeon, Natalie Bennett and Leanne Wood and dare I say it Nigel Farage. Welcome to your new job and welcome to your new project team.

I know this is an extreme situation but can you imagine the challenge ahead and the sense of achievement you would feel once you have successfully employed your tasks on time and in budget with this team.

So what happens next? I can only share some ideas because we all manage situations in very different ways. It's true we all have a common structure but the implementation of it relies on the behaviours you are managing and this scenario is nothing less than that.

Immediately what goes through my mind is assumption even though I have an idea of how this team operates I must rely on my trust instinct. It's all level ground from here and everyone has something to bring to the duties ahead of us.

Some useful things you can do before the first meeting is to ensure you have everything you need to put you in a prime position. Forewarned is forearmed, advanced warning is always an advantage. A few months ago I was lucky enough meet and talk to an old ex-Major General from the Royal Artillery a wonderful old etonian full of anecdotes and witticisms. He said the two most important things on the battle field are strategy and tactics.



There are many things you can do to prepare yourself for that first meeting:

1. Strategy: Learn more about the company and department you will be responsible for. It's also useful to learn about the corporate structure, responsibilities and values – this will allow you to learn about the current approach, behaviours and culture expected by the organisation
2. Strategy: Have pre organised individual meetings with your new team prior to meeting them, how can they help you and how can you help them even though you are the manager there is scope for development on both sides, if face to face isn't possible use technology – this will break the ice, show you are both human with a common goal
3. Tactics: At the first meeting set a standard or contract of how you will all work together - this will encourage communication and respect
4. Tactics: Then manage – be consistent, fair, assertive, disciplined, open to learning and have fun

The most wonderful thing about this world is diversity and change but then I would say that being a development and change management specialist. I have found that another great thing about this world is as humans we all have a common purpose to accomplish something. Letting everyone see where they fit it and how, allows them to identify how to rationalise their reasoning in completing those tasks and removes the complications of behaviours.



I sincerely hope you have found this information useful and if you need help to implement development or change or just someone with an outside of the box approach please feel free to contact me. I am always looking for new opportunities and definitely new challenges; it would be lovely to hear from you.