

EVERYONE WANTS TO DO A GOOD JOB

There are two important people management principles I live by today. The first is something I learned from my days in Hewlett-Packard (HP) and it is this, "Everybody wants to do a good job, and nobody wants to fail. When people fail, it is because they either do not know their job or they are in the wrong job."

In the past, I would always be on the lookout for people who make mistakes kasi paniwala ko noon may taong sadyang masama o palpak. Minsan nga feeling ko parang gusto nila o natutuwa sila pag napapagalitan! Have you ever felt this way toward your people?

Let me ask you, gusto mo bang napapagalitan ng boss mo? Hindi, di ba? Pero napagalitan ka na ba? I'm sure! E sinadya mo bang magkamali para mapagalitan? Of course not! Very discouraging ata 'yun and nakakawala ng dignidad! Over time, I realized na 'yan din ang pakiramdam ng lahat ng tao. Hindi nila sinasadyang magkamali kasi ayaw nilang mapagalitan. Pag nagkamali sila, it is because they either do not know their job or they are in the wrong job.

As I matured, na-realize ko na walang bobo at walang masamang tao. I learned that everyone wants to succeed and be recognized as a good person. Pero marami sa kanila, mali lang ang pagpapalaki at mali rin ang naiturong ugali sa kanila. When I say they do not know their jobs, I am not only referring to the skills required to do their job. For a person to succeed kasi, he needs to have the right attitude and discipline as well. Unfortunately, these are the things most parents, and even our school system, have failed to teach.

HP taught me to treat my people according to their unique needs, but at the same time not to compromise the standards we agreed upon. As a leader, I have to help them get from where they are today, to where God wants them to be. This means helping them acquire the skills their jobs require and developing the values they need. I also have to accept the fact that my people can mature only over time, so I need to persistently work with them, because their growth will decide the success of my business.

Pero what if a person continues to fail in spite of the help, I give him? Should I then fire him? In the past I would. I changed my reaction when I understood the principle of HP. Today, I will talk to the person in private and tell him na baka he is better off somewhere else. I will encourage him to find a job where he can excel. When he decides to do so, I will give him pabaon (some money) to help him get by. I will do this for two reasons: one, to reward him for trying to fit into the company and second, to buy peace of mind.

