Fatal Flaws

I am writing a book that compliments the leadership/culture/motivation webinars and seminars I give for people and companies. As I reflect on one of the chapters, I realized I have seen many issues, successes, and failures across various job sectors and positions. I have seen the best of the best that get it, and the worst of the worst that don't. Across all industries, departments, clinics there are several characteristics that show up which cause business/people implosions, safety risks, health risks, bottom line revenue risks and just simple toxic work cultures. There are often plenty of good people, companies, and departments but these "flaws" ultimately inhibit success, prevent greatness and lead to the inevitable demise. It never happens overnight; the red flags are there, just ignored or the real issues kicked down the road. From the front lines to the C-Suite these "flaws" and lack of urgency to address them run rampant. These often start off as individual characteristic flaws, then quickly dominate the work culture and if not addressed will become departmental/company flaws for which they are recognized.

1.   An incredible amount of tolerance and no accountability. Benchmarks, goals, and objectives are often set, but there is tolerance regardless of the outcome of the goals. Leadership often wonders why turnover is high and the "best" seem to leave, a little accountability goes a long way. The key to many people's success is and has been knowing who to blame for their failures. If you can't hold yourself accountable, good luck holding others accountable. Businesses need results, not excuses. Many people would be wealthy if they

were paid for excuses. Accountability is not always easy, but is always necessary.

2.   The Pompous Ass- This type appears everywhere at all levels. They seem to tout who they know or are stuck on what they did 20 years ago. When it comes to being relevant now, they have no clue and can't close deals or produce the needed results. They have managed to "fake it to make it." With tolerance, they stay around. Respect and trust for these people and companies quickly go away. They seem to "know it all" in discussion but are simply in over their head.

3.   Listening but not hearing- People are telling you what the issues are, what the problems are and even what the solutions are, but nothing is done. Small issues soon become major pain points. This ultimately causes people and companies to just perform at a mediocre level at best. Then they wonder why they are not moving with momentum, increasing quality or capturing market share. Pride (mentioned next) and personal agendas are often the reason why people/companies don't hear.

4.   Pride- No need to elaborate much here but it will lead to you being the last man standing. It seems many won't admit what they don't know and are willing to run it in the ground. Humility is the cure for pride. Once pride, personal or company, dominates expect turnover to increase.

5.   Poor judgment- Have you ever noticed those people that seem to have a knack for making poor decisions? Why are they kept around? In today's market, too much time is given for people in critical roles to "figure it out."

Companies often say, "let them figure out their style." Newsflash, if their style doesn't align with your core characteristics and vision, offload the baggage and stop trying to make it work. I was given some words of wisdom by a colleague one time: "Be quick to hire and quicker to fire," there is definitely some truth in these words. You have to learn from your mistakes if not you will soon be the mistake.

6.   Outsource- Often it makes sense to outsource work, projects or even staff, but often companies keep it in-house and flounder while their competition figures it out. There are things you just can't-do and others it doesn't make sense to do. Pride (mentioned above) often prevents people/companies from being successful at this.

7.   Meaningless meetings- This nonproductive, could have been done in an email task, is choking people, departments, and companies to death. The same meetings occur week after week with the same agenda. Lots of plans and talk with little execution.

8.   Conflict- People and companies just don't deal with it. Just like social media, everyone looks like they have it together and everything is great. The truth is if you don't have conflict resolution skills, you aren't going far. Startups, hospitals or veteran companies all have conflict. The success and momentum distinction of a person/company can easily be made by how and when conflict is dealt with.

9.   Lack of transparency- It seems some want to keep others in the dark about tasks, results, responsibilities, etc. They don't want them to understand

the process. Why….more than likely because others will begin to figure out their lack of competency or knowledge. There may be a hidden agenda too. Pride (mentioned above) often leads to this flaw.

10. Failure to appreciate and invest in others- Often it is not realized what you had until it is gone. Don't assume your people feel appreciated and remember money is not the best way to show appreciation.

11. CARE- The simple ability to "care" has gone by the wayside. Companies expect you to care and be fully dedicated and invested, but what about them? People and businesses can't fake this; it is much more than words.

12. Position and title- Unfortunately too many still think this is a right of passage. NOT ANYMORE. Sacrifice, hard work and dedication are the what will get you buy in, not title. People may follow for a paycheck but don't expect exceptional performance. There should be a new position, Chief Delegation Officer, that is what many seem to do now. John Maxwell said it best, "in order to go up; you have to give up."

13. Respect vs. Trust. – Can you respect someone you don't trust? Can you trust someone you don't respect? Trust is higher ranking. You can respect someone or a company based on position or work achieved, but it definitely doesn't mean you trust them. Respect must be earned. No respect, you can forget about trust.

These are just a few that I cover in detail at seminars and soon in my book. Don't worry, if you or your company have a few of these. Use it as a time to

grow and address it now. There is a bigger issue if all of the above are present. The "fatal flaw" is present and the consequences are soon to follow.

Email or call me to learn more or book a seminar/webinar. Also feel free to provide feedback or your observations 318-537-1509

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