(#195) Dear Management:

December 4, 2019

Continuing from my post yesterday... but alas, leaders often... still don't listen to the literature, industry best practices or their own team.

Instead they press forward with their request/want...
Instead, they point fingers at the people involved when things diverge from said request/want...

Example: Yesterday's request - Bake perfect cookies, in a 600 degree oven, leaving them in there for 45 minutes.

Some might say, that the above process is flawed...  But some leaders might blame the chef... for not making a hardy enough cookie batter.

Valid argument I guess???

But in my view... changing the chef in this situation, IS NOT going to result in a moist chocolate chip cookie.

Because, not all things fail due to people.  Often things fail due to leadership.

And now you know...

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