(Mr. Tenkey's Tips #305) www.mrtenkey.com

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Dear Management: What do you do when a "situation" happens at the office?

Be it a procedure not followed, a borrower upset, a bill unpaid, a file handled poorly, etc...

Is your FULL attention set on proving how the employee(s) involved did WRONG?

then...

They will be the FIRST to prove you right!

# learningopportunitymissed

Deep thoughts
by Mr. "JackHandey" Tenkey...