



Personnel Issues



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As an executive sales manager, I found that many work-related problems I encountered did not originate from business economics, but from personnel issues. As organizations grow and develop, staffing needs change. To keep your business on track, personnel issues must be addressed to avoid serious problems.

7 guiding principles

Creative problem-solving takes moments of reflection. It focuses on developing new perspectives and fostering creativity. These seven principles, whose basic conscript comes from Gene Getz's [Sharpening the Focus of the Church](#), are a good guide for dealing with problems that arise from personnel issues.

Principle 1: Deal with people's problems – Look at complaints as an opportunity for growth in a relationship. When a fellow worker or customer is upset with you, address the issue right away. With effort, you can turn a bad situation into a good one. If we ignore problems,

they may overwhelm us.

Principle 2: Develop a proper perspective – Accept the fact that you may need help in solving problems. In his book, [Who Not How](#), Dan Sullivan advises that seeking the assistance of someone qualified outside your organization saves time and grief. Asking for help is a sign of strength not weakness, and people find satisfaction in helping others solve problems.

Principle 3: Establish priorities – Have your priorities clearly mapped out. This allows everyone to recognize company expectations and avoids conflicts of interest. In my program, [The 4 Disciplines of an Organized Executive](#), I teach people how to prioritize next steps for important projects every week. This eliminates wasting time figuring out your next move and provides a clear path of action for your team.



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Principle 4: Delegate responsibility – In his ground-breaking book, [The Effective Executive](#), Peter Drucker points out the mark of a successful leader is his ability to “use all the available strengths: the strength of associates, the strength of supervisors, and one’s own strength.” Delegating responsibility is an opportunity to develop team members by challenging them to grow their skills.

Principle 5: Maintain a proper balance – To achieve balance, it’s important to cultivate self-awareness and understand your needs and limits. Balance involves moving past doing the things we know we can do and moving toward new levels. When I think of balance I am reminded of the acronym SMART... specific, measurable, achievable, relevant, and time bound.

Principle 6: Make planning a team effort – Gene Getz urges us to “take an approach to problem-solving and decision-making that takes into consideration the attitudes and feelings of all those who are directly involved.” Before enacting a plan, communicate your idea to

the people responsible for its implementation. You may find the need to make revisions. You want to be sure all those involved with a plan’s implementation are motivated. Make it a team effort.

Principle 7: Solve problems creatively – Don’t allow yourself to get locked into administrative methods and routines. Circumstances vary with each problem and solution. Be creative, expect alternative options, and solicit suggestions.

Organize your solutions

While these principles are guides to your personnel issues, always remember when working with others there are no absolutes. Organize your solutions to meet needs. Keep implementation as simple as possible. No matter how digitized our lives are becoming with technology, we are still in the people business.

5 KEY TAKEAWAYS

1. To keep business on track, personnel issues must be addressed.
2. Develop a proper perspective and establish priorities.
3. Delegate responsibility and maintain balance.
4. Make planning a team effort and solve problems creatively.
5. Organize your solutions to meet needs.