

# A Special Character-Wise Report

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# The Number One Failure of Employees



By Joseph Tan  
Good Monday Consulting

## **Executive Summary**

As employees, it is easy to blame management when something goes wrong or when we feel that life is unfair. In fact, if you notice – the usual lunch time topic usually is about bosses and the unfair treatment we receive.

In this special *Character-Wise Report*, you will discover the NUMBER ONE failure of employees. All other weaknesses actually link with this key failure and if you as an employee put in the effort to overcome this failure, you will definitely be an outstanding team member. This is because most employees are not even aware of their condition and only outstanding individuals have the courage and humility to recognize this weakness and then do something about it.

Are you ready to discover the ONE THING which an employee cannot fail to do?

If you would like a copy of the past report on *The Number One Failure of Managers*, you can download it from:

[http://www.goodmonday.com/uploads/1/0/8/0/10801018/the\\_number\\_one\\_failure\\_of\\_managers.pdf](http://www.goodmonday.com/uploads/1/0/8/0/10801018/the_number_one_failure_of_managers.pdf)

## **Are You a Serial COMPLAINER?**

There was once a CEO in my training class which commented that there is one thing which he cannot stand – *ungrateful employees – those who have forgotten the hand which fed them.*

Here's the reason why it is easy to be a complainer:

*When I complain, I am actually making someone else look bad so that I can look good.*

Complaining provides a temporarily relief from *responsibility* and *ownership*. It transfers the “heat” to someone or something else. In other words, playing the *blame-game* shifts the negative attention to any sources other than ... *myself*.

Here's a “blame-detector” list for you to consider your CQ (Complaining-Quotient):

- My favourite words when things go wrong is “Who” and “Why” i.e. who is to be blamed and why is this happening (rather than “What” can I do or “How” shall I solve it).
- I do not express thankfulness for what I already have. Instead I constantly compare and lament about what I do not have.
- I am helpless and there are so many factors outside of my control – what can one person do?
- I refuse to let others think lowly of me. Admitting my fault is a sign of weakness.

Herein lies the challenge: *Complaining comes naturally. It is almost second-natured.*

This is where the employee fails – when faced with the pressure to perform, he chooses the easier way of *complaining* about his circumstances rather than *challenging* himself to rise above the circumstance. When the going gets tough, the tough gets going. Yes?

## **Here's the ONE Failure**

**When under pressure, the employee chooses to be a *Complainer* rather than a *Contributor*.**

## How to Become a Serious CONTRIBUTOR

A *Contributor* is an energy-giver.

Every manager has one unspoken expectation of the employee – *in addition to fulfilling your job description, I expect you to bring positive energy to the team.*

A *Contributor* generates positive energy – he is usually caught doing the following:

- He is enthusiastic and displays a contagious smile.
- He looks for the good and is generous with complimenting others.
- He is grateful and expresses his thankfulness.
- He is quick to apply what he has learnt.
- He resolves conflicts and is an accepted facilitator.
- He does more than is required, looks for ways to serve others.
- He has a decent sense of humor!

As a *Contributor*, the employee takes it upon himself to create energy rather than consume energy.

Here are two extraordinary anti-complaining attitude which a *Contributor* possesses which sets her apart from the ordinary *Complainer*.

### **1. The Ability to See from Above**

Let's say you are complaining that your salary is insufficient – how do you transform this into a *contributing* request? Instead of complaining about the high cost of living and industry benchmarks, examine how an increase in your salary actually help your manager to meet *his goals*. In other words, how will the increase of your salary *contribute* to the increased fulfilment of your authority's objectives.

Most employees know what they want but they are not attentive to what the boss wants. If you are able to link your requests to the actualization of your boss' goals, then you are creating positive energy.

### **2. The Willingness to Sacrifice**

Most employees would complain – period. That is the starting point of being an *energy taker*.

In addition to seeing the situation from your manager's perspective, what are you willing to sacrifice in order for your request to be fulfilled? For example, what are you willing to give up or do *extra* in return for an increased salary? What are you willing to *give* before you qualify to receive? It is so easy to complain and let others know what you want – but it is the *extraordinary* employee who considers what he can do *first*.

**Here's the tip: Transform your reputation in the workplace by being an *Energy-Giver (Contributor)* rather than an *Energy-Taker (Complainer)*.**

If you are now a *Complainer*, try following these difficult steps to become a *Contributor*:

1. Instead of talking ABOUT your boss, learn to talk TO your boss..
2. Find out what causes stress to your boss – what keeps him awake at night?
3. Be the first to volunteer whenever there is a job that nobody wants to do!

For a 2-day training which focuses on the need for personal responsibility, check out:

<http://www.goodmonday.com/leadership.html>