

It's All About People!

By Kay Remar

One of my favorite stories is about a college basketball coach who lowered the doorframe at the entrance to his office to six feet, six inches and put a sign over the shortened doorway: **“If you don’t have to duck to come in here, don’t come in here.”**

If I had a sign to put over my door, it would say, **“It’s all about people.”**

Are you waiting for your future to happen or are you going to create it? Regardless of your position or profession, whether you are just starting your own business or have an existing business, you know that you have to make the future happen. You have to use your resources wisely to achieve your predetermined objectives. Resources include manpower, money, machines, methods, materials, minutes, and a mission. Which of these resources do you think is the most important in creating your future?

Most people would agree that manpower is the most important. As Andrew Carnegie once observed, “...You could take away all my factories. You could take away all my money. You could take away all of our ways of doing things. You could take away everything I possess. But leave me my people, and in five years, I’ll have everything I ever had – and more.”

Carnegie understood the most basic principles of management:

- It is people who use and accrue money.
- It is people who invent better machinery.
- It is people who have the brainpower to develop methods or ways of doing things.

It is people who use materials.
It is people who spend their minutes working in return for a paycheck.
And a mission can exist only within the heads and hearts of people.

Leaders and managers must be able to release the power within others. By that I mean they are responsible for the growth and development of people. They have to be able to encourage people to take risks, to “stretch” and grow, and to have the opportunity to achieve. Once people have achieved, their self-confidence can be built by recognizing and rewarding them for their performance.

Of all the assets a company has, only people have the possibility to grow, to appreciate in value – people can become worth more! A manager’s focus must be on the development of talent and creating an environment that will keep people motivated and productive. We cannot motivate other people. Motivation is *internal*; it’s personal and it is either there or it is not. What we can do is create an environment or climate in which a person’s natural motivation comes to the surface and they succeed voluntarily and naturally. The environment must be a win/win situation. Our actions and words must let people know that we respect them.

Creating a motivational, win/win environment can be done by:

- Focusing on building the strengths and assets of people rather than concentrating on people’s weaknesses, problems, or deficiencies.
- Setting standards of excellence. Remind people of who they are, what they can do, and what they can become instead of reminding them what they are not and what they can’t do.

- Use people, give them demanding jobs or activities and give them increasingly heavy workloads and you will get people excited about their work and they will be motivated to achieve.

It’s all about people! Respect them for who they are and what they can do and you will have created the win/win environment that keeps them motivated.



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