

# Two sides to the story

While it may sound corny the acronym TEAM... Together Everyone Achieves More... is truer today than it has ever been.

Because with more and more companies making redundancies, chances are that the people who are left are picking up the slack and have an increased workload/level of responsibility.

Add in the fact that you probably spend more time with your work colleagues than you do your partner,

and it's vital that bosses and staff understand each others views... especially when the going gets tough and the pressure is on.

In a light hearted way, and with the help of management website Walk the Talk, we print a letter from boss to employee and employee to boss to show that sometimes you need to see the other side to make it work 110% effectively

## Bosses... Respect Your Employees' Time

Ever wish that the people who work for you would make better, more productive use of their time at work? Of course... every boss does.

However have you ever considered that YOU may actually be the cause of the problem! Probably not ... but you should!

Here's a letter from an employee on why they'd like you to think before asking.

### Dear Boss

So much work, so little time! If you've ever felt there's just not enough time in the day to get your work done, you're not alone. I may not work long hours as frequently as you, and yes, I do sometimes take off as soon as my shift ends. But that doesn't make my time any less valuable than yours.

I've got a job to do, and you expect me to do it well. Part of my job involves doing things you need done. Many times you expect me to drop whatever I'm doing in order to meet your needs. That's okay if the tasks to be done are truly important. But I get seriously frustrated when you give a "top priority" instruction with every assignment. Sometimes I'm still in the middle of the last "do it now" job when you give me another one. And somewhere in all that, I'm expected to do my regular work, too.

If you asked me what I'm working on before you give me another task and chances are I'll be much more likely to believe that my work really is important. Ask if I have a few minutes to discuss things instead of walking up and telling me what to do, and I'll be much more inclined to believe that time is a precious resource that must be respected and used wisely. Act like my time isn't important, and I'll resent it. Even worse, I just might follow your lead.

Don't get me wrong. I like working with you but if you sometimes feel your management time isn't always respected, try walking for a while in my employee shoes!

## Employees... remember that sometimes I have to say No!

Hate it when your boss says "no" to your idea or request? Of course – you wouldn't be human!

Have you ever considered though how difficult and often appropriate it is for your boss to say No? Probably not ... but you should!

Here's a letter from your boss as to why you need to think about their reasons.

### Hi team member

One of the hardest words to say in the English language is "no." It's as hard to say as it is to hear ... believe me sometimes harder. In fact given a choice, I'd like to say yes all the time. Most people would. It makes us feel good when we please others. But you and I both know that's not realistic – it's not always the right thing to do. Sometimes somebody in this shop has to say no and I got elected.

Trouble is when you come to me with a request, an idea, or something else you feel is important, you usually have the luxury of focusing strictly on your issue. I, on the other hand, am stuck with a much bigger picture to look at and evaluate.

I have to ask questions like: Can we afford it? How will it affect the work to be done and our priorities? How will it impact other people? Will it be consistent with what I've done with others? What if everybody had the same request and so on and so on?

And what may seem like one simple request to you may be one of a ton of competing requests or other good ideas I've received that day. You have no way of knowing that... but I do. And I feel bad when I do say no and you walk away disappointed, angry, or both.

So please keep this in mind: Because you are important to the business I will say yes whenever I can. It certainly won't be every time, but I'll do my best to strike a balance between yeas and nays. Which is why I would really appreciate it if you'd give me the benefit of the doubt and know I'm motivated by what's best for everyone, because I am. That includes saying no to someone else at times when their request would be unfair to you.

Don't like the word "no"? Try walking for a while in my bosses shoes!