Organizational decision marketing

Business

Back in school, I had to do a science project along with a partner. My partner was decided by the faculty. He had a reputation of social loafing in the class & that made him not to contribute to the work all the more. We had a very tough deadline & I knew that I will need efforts from his side to successfully finish the project. I designed the project outline & wanted to delegate some work to him.

However, he told me he wasn't interested in the project. Somewhere in my heart I knew that he was capable but had no motivation & confidence to work. I tried talking to him & told him that I believed in his capabilities & really needed his ideas & efforts in order to complete the task. I thought it will take me a long conversation to convince him, however a small talk & some reassurance was all that it took to get a commitment from him. From this I realized that it is very important to trust people's abilities & give them a fair chance to prove themselves.

This is a classic case of positive reinforcement. " Positive reinforcement occurs when a reward, is given for a specific desired behavior" (Fritscher, 2009). In this case the reward was intrinsic which also improved his performance. In management this can also be related it to " Pygmalion effect" or " Self fulfilling prophecy". I had appeared in a group discussion few years back in order to get selected for a special workshop conducted by some eminent industrialists. Much to my surprise, my GD group had the best speakers I'd known.

When the GD started, I could not get an entry to speak even once as the group was extremely aggressive & everybody wanted to speak as much as

they could. At last the moderator told the group that everyone will get 30 seconds to speak & conclude. That was the only time I got a chance to open my mouth when everyone had already spoken enough & all my points were spoken by someone or the other. Since I was the last person to speak & had no new points so I decided to summarize whatever happened in the entire discussion in a nutshell. I had written down in a piece of paper the most important points of the GD along with the name of the person who mentioned those points. I neatly mentioned in all that in the end.

During the interview, panel told me that they had missed out on few very good points during the GD which I brought to light when I was summarizing. Apparently they told me that they really admired the fact that I was so attentive throughout & heard each participant so carefully in the GD & gave them their credit while concluding. I was able to make it to the workshop finally when there were some very good speakers who could not. From this experience I learnt the importance of listening in communication. Often there are managers who are great speakers but being a good listener is equally important in order to succeed in life. In past I was somewhat forgetful & I've paid heavy price for that at times.

I used to try very hard to remember all the details for example what all to buy from the grocery store or what time to meet a friend or when to pay my bills. But after a while I realized that making a mental note was perhaps not enough because I still used to forget things. It was a rather frustrating situation as I was trying to fight from my own self. However, I figured that there needs to be a way to solve this problem. I started carrying a pocket diary & a pen with me all the time & mentioning in it the important notes

anytime I needed to & also made sure that after now & then I refer back to the diary. This way I started creating a " To Do" list on a daily basis along with making it a habit to note down all the important things in the diary.

This method helped me a lot & I also started remembering all the details. The learning from this is that every problem has a solution. Being a manager also requires out of box & creative thinking many a times in order to come out of a tricky situation. Having an open mind is a key aspect of a successful manager.