

Attitude: The Silent Disaster



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“Your attitude, not your aptitude, will determine your altitude.”

- Zig Ziglar, American Marketing Guru and Corporate Trainer

In the post globalization era, Workplace Attitude is gaining prominence in the Corporate World. One cannot ignore the importance and impact of this ‘silent disaster’ called Workplace Attitude. Individuals, Academicians, Administrators and Corporate Leaders focus more on achieving their targets ignoring this silent killer called ‘attitude’, which can make or break careers and organizations. Hence, this particular case covering ‘Workplace Attitude’ is specially introduced into the Soft Skills curriculum for MBAs of IBS, Hyderabad.

Attitude in the Workplace

When it comes to Human Resource Management and recruiting in recent years, hire for attitude became a well known mantra. Nowhere is your positive attitude more required and appreciated by others than your workplace. There are sound reasons for this: about 30% of employees’ waking hours are spent at the workplace. Without some positive people around, this time could become troublesome.

To have an in depth knowledge and understanding of Workplace Attitude, let us go through the following incidents.

Losing Performers

Raman Rao is very popular Boss with the employees with excellent emotional intelligence who can manage the dynamics of people management to the amazement of all his Managers. He is always extremely cautious of ‘cost cutting measures’ which is the trigger to develop his attitude. He never encourages any employees who bring accolades to the organization with individual or collective achievements in Sports, Music or any other extra curricular activities. If the unique talent of the employee is not encouraged within the organization, where employee works for more than eight hours, the hidden talents will suffer a natural death due to the bias and apathy of Superiors.

One day, Madan got a Rolling Shield in Foot ball representing the Company and eager to show the same to the Boss Raman Rao. He was not permitted to enter the Boss’s cabin and shoed away by the Personal Assistant. Madan was very much depressed and cursed himself for the initiative he took on behalf of the organization and disgusted as his efforts were not recognized and rewarded as expected by him.

Eventually, Madan resigned from the organization due to the behavior of his superiors and Boss and joined the competitor who encourages the talents of individuals to strengthen inter personal relations through leveraging talent and positive attitude.

Due to the attitude of Raman Rao towards employees, he could not retain an excellent performer who can bring laurels to the organisation.

Team Leader with Selfish Attitude

Meenakshi has been working for the past five years in a company called 'Jobs 'n' Skills Inc', an MNC in the field of Skills training. She has gained the confidence of the superiors with her excellent communication skills and presentation skills. Having more than two decades of experience in the field of education and training, she could not develop managerial skills to look after her team effectively. She knows to get the work done with a smiling face added with pep talk which attracts one and all in the workplace.

Meenakshi is a team leader with fifteen subordinates who produce innumerable presentations and content to train the employees of the Corporate World. She has to assess the performance of her team and submit the report to her Boss. She always took the credit for the hard work done by her team and reported that the team is not up to the mark and she has created lot of content on her own to deliver in the training programs. This kind of behavior of their team leader demotivated the team members and it has resulted in chain of resignations. Senior Manager in the organisation is not aware of the behavior of Meenakshi. They blindly believed her words and deeds. There was a lot of unrest in the department and finally the entire department has to close down due to her behavior. The Management is also responsible for this chaos because of their ignorance and delayed action on such people.

Though many are available to do the kind of work to create content for training programs, the organisation lost trained employees and valuable human resources who are capable of taking the company to new heights. This has happened due to the attitudinal problem of Meenakshi, who is supposed to act in an ideal manner.

This kind of attitude of seniors will always mar the image of organizations and resist people from joining the companies of repute. It is appropriate to mention here: "People leave managers not companies," write the authors Marcus Buckingham and Curt Coffman.

Job Seeker and Employee

Every employee is a job seeker after the completion of education. After having appointment letter in hand the job seeker become employee and joins the company with lot of enthusiasm and expectations from the management. If the company is not up to his expectations he starts damaging the image of the company.

Anoop joined Softsys Inc., as Software Engineer with good pay packet and allowances. Softsys is his first and last choice to start his career as Software Engineer, as they are the best employers for the past five years. After joining Softsys, Anoop was very much disappointed with the culture of the organisation and started talking ill of the organisation with whoever he met during his employment in the company. He was trained to suit the needs of the company, but his mindset was not changed and he was always ready to damage the image of the company while talking to his colleagues and clients. Many people suggested him to leave the company, if he does not like it. But he could not do immediately as the industry was badly hit by recession. As Anoop was working in Telecom vertical, he

did not lose his job, but compelled to continue in the same job with less pay package based on the policy of the company.

Anoop is very much depressed and distressed and forced to continue in the same job for some more time. Now he realised the importance of the company which was paying him salary even in the time of recession. Though his attitude was not completely changed towards his company, he could console himself for his choice of joining Softsys.

Finally, Anoop could tune himself to the culture of the company and got himself trained to enhance his professional skills which resulted in his elevation in the company to Senior Software Engineer.

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