

► Volume 6, Issue 2

## Winning Through WHINING!



**Your organization's greatest enemy is NOT in the Marketplace.** Investing in the latest technologies, new faces, and ineffective management strategies cannot turn around the paralyzing bottom-line crises found in many of today's organizations. Just because you're not hearing employee whining doesn't mean resistance to change isn't paralyzing your organization.

Failing to get a real grip on what can and cannot be controlled keeps your organization's employees unproductive and your organization's bottom-line unhealthy. In order to relieve the crisis stress and paralysis, your managers need to develop a passion for whining and an ability to handle this whining and resistance effectively. Most managers ignore whining, hoping the resistance or the people whining will go away. Instead, managers need to understand that the organization will only succeed if they can uncover and break through the resistance and whining as it occurs.

When a major shift or change occurs within an organization, employee whining is rampant because people are experiencing several types of loss and pain. Their pain is similar to what players on a sports team may experience. Employees and/or players may grapple with one or several of these concerns:

### 1. Evaluating Skills and Conditioning:

Perhaps an employee used to be a "franchise player", now they wonder if they have the skills to succeed in the new world of technology and the new ways of doing business? It's hard for people to admit they don't know how to do something or that they lack the skills to succeed on the team. They may be asking themselves, "Has the game passed me by?"



### 2. Position:

There is an uncertain feeling about the position they will play. Many players (and employees) have the tendency to protect their turf and territory and not contribute to team play. Are they going for the "Most Valuable Player" award or are they a solid contributor? A critical question to consider is, "Am I more concerned with my own statistics or the team's success?"

### 3. Game Plan:

When a new coach comes to a team, the players often question what the direction is and where they are going. This is equally true in organizations. Many new coaches and/or bosses don't ask for the players' input because they were hired to turn the team around. How do the skill players fit on this new team? Employees are questioning their own abilities and wonder, "Does the new coach/boss recognize my skills and talents? Will I get the opportunity to show him/her?"



#### 4. Team Unity:

Oftentimes, rookies (new employees) can be overlooked because they lack a proven track record. Veteran athletes (long-tenured employees) worry because their skills may be diminishing and they are not recognized as the star they once were. All players and people want to feel significant and like they have value on the team. They may be asking themselves, "How can I contribute value to my team?"

#### 5. Making the Playoffs:

Will the team/company be successful? Even if the team or company succeeds, will I be cut from the team and put on waivers? You don't feel like you are in control and you don't know where you stand on the team or in the company.

Perhaps you have asked yourself these questions as you've experienced change. They are gut-wrenching questions which can be painful to consider. It is important for employees to really FEEL the pain that change is causing them before they can begin the healing process. I believe that if you can feel the employees' pain, you can heal the organizational pain of change. On the other hand, if you ignore the pain or an injury and don't take the time to understand what caused it, you won't know what and how to begin the healing process. Remember the old adage, "No pain, no gain!". That is true of organizations in change as well-- there will be employee pain before there is organizational gain.



People have various reactions to these pains and there are specific skills which I cover in my "Winning Through Whining" program for managers on how to uncover the pain of employees so that the organization can gain momentum in change. I'll be covering these reactions and skills in future newsletter articles, including: how to plan a change huddle, how to build rapport with whiners, non-judgmental coaching strategies, mentoring strategies, how to develop your own game face conditioning plan, how to give critical feedback to your coach/boss without getting kicked off the team, how to become part of the solution instead of part of the problem, and how to make the



winner's grid work for you.

I'd love your feedback on these concepts. Your story could become part of Patti's book, "Winning Through Whining: Turn Whine into the Bottom-Line". Please e-mail your response or workplace examples to: Patti@thechangeagent.com or fax to: 614-523-3515.

If your organization is undergoing change and could benefit from Patti's customized program "Winning Through WHINING" which would help your managers and employees resolve personal resistance and enhance organizational productivity and morale, please call our office at 1-800-339-0973 to discuss your specific needs or complete the "Is Your Mission Possible?" survey on our website at <http://www.thechangeagent.com> ■

#### The Hathaway Group Highlights:

##### *A Special Thanks to Our Recent Clients:*

Ashland Chemical Company  
Aultman Hospital  
Baldwin Wallace College  
Bethany Christian Services  
Central Association of College University Business Officials  
Cleveland State University  
Dayton Public School Coalition  
Elgin Community College  
Federal Reserve Bank/FDIC/Ohio Department of Commerce  
Michigan Greenhouse Growers Expo  
National Society of Fund Raising Executives  
North Central Ohio Health System  
North Eastern Treasury Management Association  
OCLC  
Ohio Association of Adult Services  
Ohio Association of College University Business Officials  
Ohio Credit Union League  
Rey and Associates  
Roxane Laboratories  
State Medical Society of Wisconsin  
United Way of Franklin County  
USS/KOBE Steel Company  
Wright State University

## Satisfied Client Quote of the Quarter:

"Our group was wild about you!! When it comes to designing in-service training for our members, they are a tough group to please because they have seen and done it all. But, you wowed them. I don't remember the last time we have had a speaker go over as well as you have -- and, you held them for an entire day!...Personally, I was so impressed with your professionalism. Your quick turn around in providing the information I needed and your willingness to help me in any way I asked is so appreciated. This responsiveness is a very rare trait among other speakers with whom I have worked. Certainly, the key to winning our members over was your ability to customize the content to our specific needs...Thanks again for doing a great job! I look forward to working with you many times in the future!"

Nancy McAvoy, Associate Director  
Ohio Association of Adult Services

## DO YOU WANT TO BE FAMOUS?

I'm conducting research for my "Winning Through Whining" book on how men versus women deal with change and I need YOUR input! Please respond to the following questions. If I quote you or use your example/story, I will send you an autographed copy of my book.

1) Briefly describe what change(s) you experienced.

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2) What were your greatest concerns, fears, or worries regarding the change(s)?

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3) What was your reaction to the change(s)? How did you feel about the change(s)?

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Patti Hathaway has my permission to use my comments in her book.

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Gender: Male Female (circle one)

City, State \_\_\_\_\_

Phone \_\_\_\_\_

(In case I need to call you for clarification)



**Patti Hathaway, Certified Speaking Professional, is known as The CHANGE AGENT<sup>SM</sup>**

who guarantees your satisfaction with every program she presents.

She tailors her content based on

researching your organization's needs and delivers superb content with high energy, humor and visuals. Patti's expert balance between serious concepts and humorous illustrations raises audience receptivity, creating tremendous impact. Patti Hathaway effects change that impacts bottom-line returns. She cuts across all levels of your organization to give your people the no-nonsense direction they need to deal with today's rapidly changing environment.

Changing  
People's  
Perspective  
to Produce  
Results



Patti Hathaway, CSP

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