Is the Tail Waggin the Dog?
Presented by: Polly Neely
PN Consulting
Woodbury, NJ 08096
pollyd@msn.com
609-617-3403

What small “something OR SOMEONE” IS WAGGING HARD ENOUGH TO HAVE YOU SHAKING YOUR HEAD?
Bet you can name at least 1 right now

How can a Dog possible lead by waggin their tail

- Tail waggers’ are usually
- The top performing employee
- Produces good results
- Leaves a path of destruction in their wake
- Not pleasant to work with
- Throw fits
- Threaten to quit
- Somehow find ways to never be accountable for their actions
- However, when held accountable
  - They make sure you get the cold shoulder
- Yet somehow they have convinced you they are indispensable

Tail waggers knock others out the door with their tails

- While you’re spending all your time accommodating the tail waggers
- Your hard working employees are seeking other jobs
Tail Waggers cause burn out

- Nothing burns good employees out quite like overworking them
- Hard working, unnoticed, unappreciated employees
  - Are taking the accountability for the Tail Wagger’s actions

Burn out causes good people to leave

- Good employees want to work with other good employees
- When you don’t do the hard work of hiring other good people
  - It’s a major demotivator for those stuck working alongside them.

Good people don’t leave jobs, they leave managers

So how does a tail wagging dog compare to a manager?

- When animals misbehave we as owners blame the animal
  - When employees misbehave we as managers blame the employee
  - After all, they have been fed the best food, been groomed, got treats when they perform at our commands so if they misbehave it’s them
  - They have been trained to act better!
- News Flash:
  - Animal training is really about training the owners, not the animals
Say What?

- Ever watch the Dog Whisperer?
- He commands the unruly dog to do whatever he wants it seems like instantly
- Yes, good breeding is a large part
  - but aside from that, a well-trained owner can get a dog to do its bidding
  - And a dog can manipulate and have its way with an untrained owner who doesn't get he's being played by a dog

Management is no different

- Employee problems are almost always management problems
- Sorry to tell you this but most organizational, business, product, even technology problems are actually management problems
- That means that, not only is it up to management to solve them, but in most cases, management caused them to begin with.

Why would I say that?

We are so busy doing what we do that we don't have time to “do what we should be doing”

MANAGING THE TAIL WAGGERS

THE END

The message for managers at every level is simple

Take responsibility for problems
Get trained to solve them
Otherwise this could be you.