

- JANICE: Yes, that may be true but I think one of the most important tasks of managers is to consider the needs of the individual on one hand and group co-operation and conformity on the other. It requires creative thinking on the part of management to avoid tension. Q25
- TUTOR: So Janice, what kind of people do you think companies should be looking for?
- JANICE: Well, it has to start from the very beginning when companies are looking for new employees. When the personnel department is choosing between applicants they need to look for someone who's broken the mould and can think for themselves. Instead, people making these decisions often use a range of psychological tests to see if a person is a problem solver, or will do as they're told. I'm not convinced these qualities are actually the most important. Q26
- TUTOR: So do you think being a good team player is overrated?
- JANICE: No, it's not overrated. You do need to learn the rules and learn them fast. No individual can get around this if you're working in an organization.
- TUTOR: So how should managers deal with this?
- JANICE: Rewards. When an individual demonstrates the behaviour the organisation expects, some kind of incentive can be given. What's important here is that this happens right at the beginning so new recruits learn the rules of the system immediately. Also the incentive should be something the individual actually wants, and this isn't always just money. Q27
- TUTOR: To come back to you, Philip. You were saying that recognition of good performers is essential. What else should managers be looking for?
- PHILIP: Well, managing people means you not only have an understanding of your employees, but you also recognise the culture of the organization. In fact, for some organizations creativity and individuality may be the last thing they want to see during working hours! Q28
- TUTOR: Very true.
- PHILIP: Yes, but managing people isn't as easy as it looks. For example, change in the workplace can be quite tricky, especially if there's a need to increase profit. And at times like these managers may have to give priority to profit rather than individual staff needs. Q29
- TUTOR: Yes, and that creates difficult situations for people.
- PHILIP: Yes but what's important is that managers are able to deal with quite high levels of personal stress. During times of change they should be thinking not only about the strain on their staff but take time out to think of themselves. Q30
- TUTOR: Absolutely. So what are the implications of that for. . .