

Management Ideas



FOR STILL BETTER

RESULTS

RELATIONS

REPUTATION

a monthly newsletter to key executive-leaders
on practices, possibilities and ideas generally
for stepped up performance
edited by
N. H. ATTHREYA MA PhD
author, educator & consultant
on problem-solving and creative ideas

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3065 **CREATIVE LEADERSHIP:** Should you be looking for a programme for Managerial Leaders as well as Union leaders, you may like to consider a programme offered by friends of MRA. This one-week programme is open to people from all levels and all functions in industry. Every one, from the Chairman to the shopfloor worker is welcome, with his/or her spouse.

Basic Beliefs of this programme are :-

1. People can change.
2. The ordinary man can do extraordinary things.
3. Industrial and national culture needs to be, and can be changed, beginning with personal change.

The brochure states: "The new perspectives found, and initiatives taken, by many previous participants have helped transform difficult situations at work at home and in their environments."

You may like to communicate with The Programme Director, Asia Plateau, Panchgani - 412 805, Maharashtra.

3066 **THE BEST BOSSES:** Integrity is the most admired trait in a good boss, according to a nationwide university survey.

Following right behind that are competence and leadership, sensitivity, a sense of fairness, intelligence and loyalty.

Other qualities most often named include broad-mindedness, straight-forwardness, cooperativeness, dependability, determination, imagination, maturity and supportiveness.

The more of these characteristics a boss has, the more he or she is respected, according to this study by the University of Santa Clara, California.

3067 WAYS TO STAY OFF FROM LITTLE BIG STRESS: Stop to think about all the petty annoyances you encounter every day. You probably are not surprised to hear that a daily accumulation of them can do more to raise your stress level - and your blood pressure - than a single but larger misfortune. It's the everyday grind of little things in life that can wear you down.

To avoid daily stress:

- * Get up 15 minutes earlier so you don't have to rush.
- * Never wear ill-fitting clothes. A jacket that binds, slacks that slide, or shoes that pinch will be stressful all day.
- * Use preventive maintenance. Anything that breaks down is a pain. That includes cars, air conditioners, washers, dryers and anything that can benefit from being serviced regularly.
- * Duplicate all keys. Exchange house keys with a neighbour. Hide an extra set of car keys in the garage or on the car frame.
- * Say "no" more often to unrewarding activities and people you don't enjoy.
- * Use off-peak hours for shopping, banking.
- * Walk whenever you can. Exercise will help you relax and unwind.
- * Don't put up with anything that doesn't work. Get it fixed right away.
- * Anticipate your needs - for gasoline, meter coins, an umbrella, cash.

When you have to live with it:

- * Be prepared to wait. When travelling, accept the fact that you will be waiting many times. At a medical appointment, have a good book along.
- * Practise finding humour. Every disaster has a hint of the ridiculous. Defuse by seeking humour.
- * Count your blessings. Most disasters could have turned out even worse.
- * Stop saying "What if," and start saying "So what?" You may find the disaster you fear won't matter that much if you view it in terms of months or years later.
- * Make contingency plans. If the restaurant is closed, or the picnic is rained out, have a backup plan in mind.

To relieve stress:

- * Stay in touch. Hold hands and give hugs. Stroke or pet the dog. Physical contact is a great stress reliever.
- * Take time to breathe deeply and stretch. Even at work, taking a few minutes to stretch your muscles or to take a brief walk will make you more relaxed.
- * Have something to look forward to. Thoughts about a weekend excursion, going to visit friends or taking in a movie when the project is finished, can help get a job done and lessen stress.
- * Find a physical activity you enjoy. Exercise is a well-known stress reliever. Schedule time to play your favourite sport, take a walk in the park. Try swimming, aerobics, or whatever fits your capabilities and time.
- * Unwind before bedtime. Establish an unhurried pre-retiring routine to signal your system that it's time for sleep.

3068 PROTECTING YOUR CHILDREN FROM CRIME: THE TEN COMMANDMENTS:

By giving children these instructions, and taking a few precautions themselves, parents can help to keep their children from being victims of crime.

1. Instruct children to keep doors and windows locked while you're away and never tell an outsider that they are at home alone.
2. Know where your children are, what they are doing and with whom.
3. Instruct children to avoid dark and deserted areas.
4. Insist that your children travel in groups or pairs accompanied by an adult.
5. Instruct the children to scream and run if they are attacked.
6. Check safety precautions at your child's school. If they appear to be inadequate, campaign for stronger protection.
7. Urge your children not to flash money or discuss family finances.
8. Tell them never to accept money, gifts, job offers, rides, tickets, invitations, (or anything else) from strangers.
9. Present the police as allies and friends. Some children are afraid to talk with police officers.
10. Encourage your child to talk to you and tell you everything. Urge him or her to tell you about anything "funny" or unusual.

3069 PREVENTING HOUSING BURGLARIES: The increasing phenomenon is "the nuclear" family" both husband and wife working, and unpersonal neighbourhood - we have to leave the house to the care of the locks and to bunglowlocks are no locks; they can break them open quite deftly. We cannot totally prevent burglaries of our house during day or night. But we can make it difficult for burglar to attack our house. In his "business", he is looking for easy customers. If we prove difficult customers, the chances are he will not treat us as preferred customers!

According to a senior Inspector of Police, the following are some of the preventive steps we can take:

1. Train the watchman not to volunteer information on your movements.
2. Do not keep all the doors and windows closed.
3. Fix a special attachment to the door near your lock, so that he cannot open the door easily with his "Jimmy", after breaking the lock.
4. Do not keep the keys of your cupboards in standard places like, the top of the cupboard, under the pillow, in a drawer or behind your place of worship.
5. If you have got gold, keep it in a bank locker and not at home. This is the thing city burglars go for.
6. Keep your bathrooms closed at night.
7. Put a spike wire around the pipelines.
8. Ask your children not to rush and open the door. Where possible, have a second door with grills.
9. If in spite of all this a burglary does take place, until the police comes, do not allow your friends to enter your flat to sympathise with you because since they may "remove" the finger prints of the burglar.
10. Report to the police immediately you know of the burglary and do not delay even by a minute.
11. Because of understaffing and similar reasons, the police may not provide as much service as you wish them to. Realise in distressful times like burglaries, they are helpful and resourceful.

3070 SEMINARS; ONE COMPANY PRACTICE: "We send our personnel to seminars on technical and non-technical topics because we believe that is one good way for them to increase their professional knowledge in a very short period of time.

"Our briefing to them generally is this: You are going to gather useful information for yourself and for our organization. What you get will include what you already know (or thought you know) plus new material, what will be useful to you and what will be useful to others in the organization.

"We want you to interpret the new material you bring in terms of the organization. We want you to help putting such material to work. By briefing people concerned, individually and in groups.

"This way you multiply the value of a programme you are attending. "Funds for external training programmes are limited. We therefore make it a point to give a one-time chance to a large number of people but a repeat-chance to only such people who are able to multiply the value of a programme to the organization. To the later kind of people, we give further encouragement by letting them build a small personal library on subjects they are particularly good at and interested in.

"So that our people may play the role of a faculty from time to time, we organize a "faculty development programme" from time to time. We realise certain cultivable skills are involved."

3071 DID YOU KNOW THAT

A luggage rack on a car roof or trunk will reduce mileage by as much as 8% due to wind resistance. For smoothest air flow: Put smaller items in front, larger in back, cover and tie down very securely with a waterproof tarpaulin.

LITTLE TIPS

To hang a jacket: If it's single-breasted, hang it unbuttoned ... if it's double-breasted, hang it buttoned. use a wide, slightly curved wooden hanger.

Don't take aspirin if you have a hangover, a bleeding condition, iron-deficiency anemia or an ulcer ... or if you are pregnant or will be having surgery within a week. Reason: Aspirin thins the blood, lengthening the time it takes it to coagulate.

Higher octane gas is not necessarily better for your car. Octane is a measure of the speed at which gasoline burns - lower octanes burn faster than higher ones. Higher octane is a plus, however, if you have engine knock, which often develops as the engine ages. Experiment with different grades - even a small increase in octane can stop the knock.

TOOTH TIPS

You may think you take good care of your teeth, but the Academy of General Dentistry says the following habits are common and can be detrimental to oral health.

- * Biting fingernails can result in irritated gums.
- * Chewing pens and pencils can affect development of children's teeth. It's generally unhealthy for kids and adults.
- * Smoking cigarettes stains teeth and contributes to periodontal disease.
- * Chewing ice cubes and popcorn kernels can crack or break teeth, fillings and crowns.
- * Wedging toothpicks between teeth can weaken root structure.
- * Sucking oranges or lemons wears down enamel and weakens root structure.

3072 LAUGHING MATTER?

She was sick in bed, and her husband, who was fixing her a cup of tea, called out that he couldn't find the tea.

"I do not know what could be easier to find," she answered. "It's in front of you on the pantry in a cocoa tin marked Matches!"

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