

Financial training For non financial staff



The financial training specialists

Going into care (profit)

I put my father into care last week.

Even though we all knew it was only for a week, to give my mother (his main carer) essential time to recover, it was still traumatic. I hope I never have to do it again, but I know that's a vain hope.

I worked closely with a public sector client some years ago that was gradually computerising their systems. They had a core of older staff that they knew would never be able to make the transition from the manual processes to the computerised system, and they knew they had to address that problem.

Addressing it was always on the agenda, but in the three years I was involved, they consistently put off that painful decision.

The common theme here is that in business, as in life, we sometimes have to make really hard, painful, but essential decisions. We usually know what the decision needs to be, but it is so painful we don't want to do it.

But sometimes those decisions are fundamental to the success of the business. By constantly delaying the decision about 10% of its workforce, my client was beginning to threaten the jobs of the remaining 90%.

We have to be humane and considerate in how we enact the hard decisions, but we can't simply put them off for ever.

What are the difficult decisions regarding your organisation's (or team's) future that you have been putting off?

How will you address them, humanely, ethically, and considerately?