



UNTANGLING

Problem Solving for Student Businesses

The Slacker

Hiring committee has done its job and hired some great comanagers. One guy, Connor, is really fun to work with. The problem is he doesn't pull his weight. He shows up late, he doesn't do his share of cleaning and he always has an excuse for why he couldn't finish his committee responsibilities. Sometimes he gets dots/bugs but more often comanagers forgive him because he's so much fun to be around. So mostly he doesn't get any dots or bugs.

What about Frank? Frank always does his work, covers shifts when needed, comes up with great ideas for his committee work. In other words, he just does what is expected. Frank's work insures the collective is a great place to work and the customers get great service and products. Sometimes he gets stars or fruits, but mostly everyone knows they can count on Frank to carry the load. So they don't always let him know how much they like what he is doing.

What's wrong with this picture?

Whether comanagers are doing a great job or not so great, let them know. Guess what? It also let's everyone else in the collective, especially your new hires, know what behaviors are great and what just suck.

All businesses have handbooks describing incidents or behaviors that elicit a consequence. If those consequences are not used, the pressure of the annoying behaviors on the health of your business will cause larger, more dysfunctional cracks in your foundation.

BEWARE of the HIDDEN BOMB: at some point Connor is going to really put the collective in jeopardy by failing to show up for a shift or by not paying invoices or forgetting to order a week's worth of food. And when that happens, it's going to REALLY frustrate and make some comanagers mad. Ironically they should only be angry with themselves because THEY are also culpable. If they had given dots when Connor earned them for being late to a shift, it would have sent a message not only to Connor but to the whole student business that this wasn't acceptable behavior for the collective.

Dot/Star or HR committees can't do their work if a person isn't acknowledged about their lack of contribution to the business, or even their seemingly small failures to carry out the basic responsibilities.

EACH COMANAGER HAS THE RESPONSIBILITY TO GIVE DOTS, STARS, BUGS OR FRUITS TO EACH OTHER. Do it, for the sake of the collective, for the respect of your work.



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