

ERADICATING A CULTURE OF INDECISION

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The role of Leaders is to make decisions, and many do, again and again; and for companies to be successful the decisions need to be carried out. Those that don't suffer from a culture of indecision, according to Valerie Lew-Kiedrowski, MD of Relate-U-cation, a company that delivers skills training to enhance relationships for business and personal success.

Once a decision is made, the follow through should be sequential and smooth, but unfortunately this does not always occur because the people-factor is overlooked. Rather than collaboration, leaders try and drive, sometimes even force decisions through, rather than providing systemic support to encourage understanding through communication and connection to build relationships. Promoting participation, and minimising conflict is key, so that decisions and change are accepted and backed by the very people who will carry out the decisions and changes to be made.

Some leaders do involve others in brainstorming sessions, and sometimes these may work, but what about those in these sessions (strategic, financial or operational) that don't speak up because they're either introverts, internal processors or choose not to do so for fear of reprisal. Leaders therefore need to be able to ask effective questions so that they, and the organisation, are not left with a lack of information and closure which can lead to false assumptions.

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No More Us vs Them, only WE

Achieve Better Business Results through Best Business Relationships.

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Whilst some leaders may use brainstorming groups, these can also “generate substantially fewer ideas than the same number of individuals producing new ideas in isolation” according to Adrian Furnham, Professor of Psychology at University College London. The result - decision are not followed through and/or there is little support and energy for them.

Such false and unsupported decisions can be broken by leaders who build trust and connection through open dialogue and accountable leadership, setting the tone for the entire organisation.

Additionally, leaders need to be brave by listening to all views, i.e. those for and against, and engage in ongoing formal and spontaneous discussion to ensure everyone has full understanding, accepts the pro’s and con’s of the decisions-being made, and is on-board with them.

In summary, successful business strategy and people strategy have never been so connected. For decisions and follow-through to be successful, leaders need to be people-focused and collaborative to build trust, accountability, performance alignment and communicate to connect and build relationships. Relate-U-cation’s focus is to ensure that there is ‘No more Us vs Them, only WE’, which is vital to achieve results and strengthen the organisational success and brand.

Ends

About Relate-U-cation

Relate-U-cation focuses on improving and achieving better business results through better business relationships. Valerie Lew-Kiedrowski has over twenty years of experience leading a number of prestige training courses and she also consults for organisations and other training companies across Asia-Pac. www.relateucation.com

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