

MANAGING RELATIONS AT WORKPLACE

What Drives Us?

Every organisation has a human face which represents its workforce, work culture, ethics, values and more importantly decides the arch of its productivity. Acknowledging the significance of human behaviour which unlike machines cannot be preprogrammed, all organisations' worth their salt dedicate enough time and attention towards this subject. Given the subjectivity of human mind and multitude of emotions governing human behaviour, every organisation grapples with the challenges thrown by the complex human relationships at workplace. While workplace relationship can foster an environment of trust, teamwork and creativity spawning opportunities of growth, the very relationship when ridden with doubt, ego, lack of motivation etc. can be a reason for the obituary of many big enterprises.

More than often we hear of an incredibly simplistic view of why people work, taking us to believe that it's money that makes the world go round. However, when people work there is a lot more at play and a lot more at stake than money. So, the entire premise of the argument that links motivation to money stands challenged.

Let's ask ourselves a question - what drives us? The answer apart from money includes relevant essentials like meaningful work, acknowledgement by others, job satisfaction, trust, a non-threatening work environment etc. So, when we think about people at work let's just not be limited in our view by considering money to be the panacea.

Of all conflicts, we should probably add all kinds of things to it that is to say meaning, creativity, challenges, ownership, identity, pride and so on. Thus, the entire endeavour of creating a productive work environment at workplace factors in the complexity of human relations, what drives us and what stops us from giving our best? In the light of above observations and patterns, the Art of Success contends that the key to foster a healthy workplace relationship mandates

a top down approach. An empathetic manager with a discernible sense of decoding human behaviour can be an asset for any organisation. The empathy of a top-level management has a sure trickle down impact which translates itself to a strong sense of belonging to the organisational goal.

A good leader understands the role of appreciation in keeping the team motivated. A timely and adequate appreciation of a work done well is an instant tonic worth administering while ignoring good performance is as bad as shredding people's efforts before the eyes. Thus there's no substitute to appreciating when it comes to maintaining a thriving workforce.



Since every professional relationship has a humane aspect whose compass is influenced by a range of emotions spanning from respect, trust, insecurity, jealousy to feeling threatened or even intimidated by one's own colleagues. 2011 World Cup victory by Indian team led by Dhoni offers to us a valuable lesson in managing human relations. Dhoni's unshakeable trust on his teammates and extraordinary knack to challenge his players out of their comfort zone led to the spectacular victory of Team India.

People are governed by their thoughts and emotions which influence their behaviour and interpersonal relationships which in most part guides productivity and even affects rate of attrition. It only calls for empathetic approach and keen observations to feel the pulse of human relations in any organisation. A cohesive team where the

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members work relentlessly for a common goal is reflective of underlying trust, self-motivation, security and freedom contrary to a divided team which is a result of fomenting conflict, insecurity, lack of motivation and distrust.

Here it is imperative to understand the functioning of human mind which can be programmed to understand the genesis of negative emotions and how the same emotions can be turned into a positive stimulus just by rearranging the mapping of the incidents. This thought forms on the basis of human software development code, a unique program which empowers each individual by practicing association and dissociation with an event or a memory. This can dramatically improve the critical workplace relationships that drive a company's prevailing workplace culture by changing the way stake holders interact with each other and respond to difficult or challenging events.

No matter how much technological strides we may make, one thing will always remain unchangeable and that is the solution to all workplace conflicts lies cradled in the golden human emotions of empathy and compassion. Until we break out of the premise of seeing people as rats in a maze, we will only make the problem of human relationships worse than ever.

ABOUT THE AUTHOR

ARUN KUMAR MISHRA is the founder and director of Chanakya IAS Academy. For more than two decades he has been inspiring the youth with his motivational lectures, and he is fondly known as the Success Guru and has been passionately pursuing the 'Art of Success' to bring revolutionary transformation in human behaviour.