



turning managers into leaders

Merge's Monthly Mega Minute – April 2004

Welcome to **Merge's Monthly Mega-Minute** - a bite-sized, yet substantial and practical, nugget of information that you can use immediately to enhance your professional and personal success.

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Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

Tell them why

Think back to when you were four or five years old, and you asked your parent the classic question, "Why?" Like most children, you probably got the almost as classic answer, "Because I said so." You likely didn't buy that response then, and as an adult, you certainly wouldn't accept that answer now. Just recently, this was confirmed to me once again.

On my way to work with a client in an isolated area of northern Quebec, I was on a flight that made three stops at remote communities before finally arriving at my destination. At each stop, we disembarked from the plane for about 20 minutes while it was refueled. At one of these stops however, 20 minutes elapsed and stretched into 40, and the passengers in the small waiting room began to get more and more restless. Forty minutes became 60, and the level of frustration audibly increased. By this point in time, even I wanted to know the reason for the delay. The young man at the airline desk gave me several evasive answers, but upon my persistent questioning, finally told me the truth. In fact, it turned out to be a perfectly legitimate reason: a connecting flight from another community was late, and it contained several passengers that needed to connect to our flight. I immediately understood that because air service in these remote regions is once-daily, and hotel amenities in the communities are minimal, it is important not to miss a connecting flight when traveling in the area. Now here's the crux of this situation -- if the young man had simply made an announcement, explaining to passengers the reason for the delay, chances are that most people in the room would have immediately understood, and accepted the situation. Instead, by the time we finally boarded the flight an hour and fifteen minutes later, passengers were angry and irritated, and still in the dark! Not a recipe for good management, nor excellent customer service.



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Take the time to tell people, whether it's your staff, your customers, your peers, or even your boss, why: tell them why you want them to do something, or tell them why something isn't happening the way they expect. Chances are that most people will understand and accept the situation. It's good management, and it's good customer service.