



# Between the Lines

## The Inside Story

THE SCRIBBLER - PHIL DiDOMENICO'S WORDS TO LIVE BY.

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### Do you Criticize Condemn or Complain...

Why do I mention these words again and again? We can't afford to slip, to drop our guard to allow anything to erode our culture. Don't fall into the trap of joining in on conversations that criticize others. What does that accomplish besides disrespect? It's not what you know it is how you communicate it to others. It might make "you" feel that you discovered a weakness in someone that no one else detected and that makes "you" smarter, a better person in the eyes of your audience. And don't kid yourself, they are thinking that as soon as they leave, they are next on your list to be criticized or condemned. As a leader you should want to help improve a situation, recognize a problem and talk to the person face to face...what's the point of talking about it to others? A verbal wound is as bad as a physical one even if the person you are talking about is not around at the time. Remember...nothing is done in a vacuum, when you talk behind someone's back they will know what you said sooner or later.

The following top level executives at high-profile companies lost their jobs due to interpersonal incompetence "no people skills". Julie Roehm was fired from Wal-Mart; Robert Nardelli was forced out of Home Depot; Steve Heyer was let go from Coca-Cola; and Harry Stonecipher lost his job at Boeing. These folks had a genius for business promoted into their jobs for their business smarts, and then failed because of weaknesses in their people skills. These feelings of disrespect created by management trickle down and have an effect on the worker bees and can become so severe that they start to affect performance. However, I'm encouraged by the fact that sometimes the connection is indeed recognized. I shudder to think how bad things would get if we all decided to stop treating people with respect...no matter how educated, talented, rich or cool you are, how you treat people ultimately tells all.

**"Integrity is everything so keep in mind; the smallest good deed is worth more than the grandest intention."**

**Thirteenth Commandment:  
Thou shalt follow through on promises.**