

How to Deal with People at work

Part One



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Unlike other creations, we, humans, are remarkably and uniquely different and distinct. We are different because we have mind, thought, ideas, reasoning, logic, and the ability to choose, and we are capable of developing the necessary ideas, abilities, and methods to accomplish almost any task, objective, or goal.

We are also different because every human, unlike other creations, is born with four capacities; four dimensions; four Quotients. They are the levels of a person's IQ (Intelligence Quotient), BQ (Body Intelligence Quotient), SQ (Spiritual Intelligence Quotient), and EQ (Emotional Intelligence Quotient).

Intelligence Quotient exists, as well, in computers, Body Intelligence Quotient exists in all living creations, and Spiritual Intelligence Quotient is uniquely human. Emotional Intelligence Quotient exists slightly in some higher mammals.

However, our spiritual intelligence – the need for certainty, uncertainty, significance, connection and love, growth, contribution, and meaning - and our emotional intelligence, which come from our self-awareness and the awareness of others, determine who we are and where we will be.

Our emotional intelligence is our capacities to recognize and know ourselves, and at the same time, recognizing and understanding others, knowing how to communicate with

them, respect them, listen to them, care for them, help them, and understand how the way we behave towards them – positive or negative – affects them.

In every organization, there are people who have the ability to achieve satisfying and magnificent results repeatedly and consistently. There are people, who focus on attaining personal and organizational achievements, improving themselves continuously, getting better every day, helping others, and making progress to be and give the best they can. These people have positive impact on others and on their organization's success and normally they get emotional, spiritual, and material rewards.

On the other hand, there are many people, who are exactly the opposite. They do not perform their jobs as expected from them; do not focus on or care for their organization's achievements and getting worse every day. They do not help in the progress of accomplishing tasks, never help others, and they have many other symptoms that make the life of every one associated with them a living nightmare. Therefore, I call them 'The Viruses of the organization'.

These people have negative impact on others and on their organization's success and normally they are the distortion that blocks or obstructs the accomplishments of the organization's tasks, objectives, and goals. These people behave negatively without understanding or realizing how the way they behave affects and influence others, or they may know, but they enjoy the practice of denial.

The majority of these people will face difficult situations and will have very hard times if they just lose their jobs, if the organization goes under downsizing process or any other reasons. They will be questioning and wondering why the management chose them to be out and not to let them maintain there jobs. Their questioning and wondering is insanity. These people should understand that the reasons they still in their jobs now are few and are subject to change. Either the management has no choice but to keep them, the management has a hope that they might change, the management does not want to spoil their future, or the management is closing one eye regarding the poor performance and the negative attitude of these people – and this is wrong.

The manager, who closes one eye regarding the poor performance and the negative attitude of these people, does not pay the salary of these viruses using his/her own money. If he/she does so, his/her main target will be finding ways to sack these viruses.

The way these viruses behave, either being late, running home early, lazy, taking too much personal time, spending hours on the phone, or any other behavior of the poor performance or the unethical conducts, has a significant negative impact on the work attitude of their colleagues and others.

The work attitude is the collection of feelings, beliefs, and thoughts about how to behave that people hold about their jobs, their subordinates, their colleagues, their bosses, and their organization. It is how people feel at the time while they actually perform their jobs and duties.

The Viruses of the organization value only money and self-interests. They do not value or care about others, innovation, worthiness, contribution, and purpose. They focus more on collecting rather than giving, and being served rather than serving.

These Viruses are of so many types, the lazy, the procrastinators, the time wasters, the complainers, the faultfinders, the whiners, the gossipers, the self-centered, the hostile, the pushy, the arrogant, and the like. There are almost forty characteristics of them, which I will deal with in this series of articles.