

The Mansis Update

Why Mansis is Not a Training Company

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For decades, Mansis has been classified as a Management Training and Development company. It was an obvious and well-used category. But that was the wrong decision. I think we either should never have allowed that, although we didn't realize it at the time, or else now is the time to correct this troublesome error.

Mansis does not sell -- nor do we want customers or clients to purchase -- management training. If there is weak or ineffective management in an organization, focusing on training more often than not distracts the leadership from the real problem and its eventual solution. Seeking "training" misses the point about how an organization works and what its leadership must do to manage the enterprise.



Fundamentally, Mansis sells a solution to a common and very serious organizational problem – the lack of an internal system for managing the performance of an organization's members – i.e. a performance management system. Training is just a means used to imbed the knowledge and skills of the System, into the organization and its culture.

To assume we just sell training diminishes the impact and value of what we actually do. It presents Mansis more as entertainers and educators. While we do educate, and often in an entertaining manner, we do not sell training.

Analogously, this would be comparable to perceiving a medical specialist who transplants vital organs such as hearts or lungs, as someone who sells medical knowledge, incisions and stitches. To perceive the doctor as one who simply provides the tools, distorts the actual value and purpose of the doctor's profession.

Seeing Mansis as a management training company has often led senior management to use the wrong criteria to judge the value of our services. For example, some CEOs and HR Managers have been less concerned with how our System will strengthen both their organization's performance and the effectiveness of their management, than they are with less relevant features of the training. Criteria used to decide whether to engage our services to implement our Performance Management System are too frequently related to the classroom

materials, the training location and facilities, whether the attendees will find the training delivery entertaining, and whether the material taught is modern, new and current. It is rare that the content of the Program is closely analyzed. The prospective customers want to entertain their managers far more than they want to improve their organization's management culture.

So how would an organization's leadership know if it needs what Mansis sells?

First, ask three questions related to the principal products/outcomes of a good performance management system:

1. Are you confident (is there evidence and proof) that everyone in your organization is fully aware of what is expected of them – that they all know what to do and how it's to be done?
2. Are you confident (is there evidence and proof) that all employees receive sufficient support from their managers to achieve successful performance of their jobs?
3. Are you confident (is there evidence and proof) that everyone in your organization is held accountable and follows through with his or her performance obligations?

If any of these 3 does not receive a strong yes, then your organization needs a performance management system. That's what Mansis does!

Second, if you give a strong yes to all 3 questions above, then ask whether you experience any of the following symptoms;

1. It's like pulling teeth to get some employees to go in the direction I want.
2. I'm always having to follow-up or run after my people to get them to do their jobs correctly.
3. I've been trying to implement new things, but they never take hold. New initiatives quickly fade away. I'm frustrated.
4. I seem to be solving the same problems over and over again, and not making the best use of my time.
5. The quality of our customer service is becoming an issue and I need better control over it.
6. The business' structure is changing and our new roles are unclear.
7. The staff aren't pulling together as a team. There's a lack of cooperation and everyone's going his or her own way.
8. Poor work with some of my employees is consistent. They're not improving much or at all.
9. We're doing well but I'm overworked, running around in circles, and there's not much "sense of urgency" with the staff.
10. We're not progressing as fast as I want. Changes seem to take forever to happen.

11. I'd like to start some new management ideas like TQM, continuous improvement or profit sharing, but I don't know where to start.
12. We have an opportunity to grow and progress, but I feel we're coming apart at the seams.
13. I feel like I'm losing control. Things aren't happening the way I want.
14. My employee turnover is too high. I'm either losing good employees or those I select aren't working out.

If these don't describe your organization, then you seem to have a very effective performance management system, no matter what you call it. Congratulations.

But, if you experience more than a few of the 14 symptoms above, your current performance management system isn't working well and it needs to be improved or replaced. Again, that's what Mansis does!

However, if the simple analysis above reveals a need for a performance management system for you and your organization, this has to be a priority. It's similar to a failing heart or any other vital organ. There is really no choice. This is not an issue that can be postponed for a more convenient future. How can any organizational leader do anything else when these fundamental deficiencies are evident?

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