

business

STEPPING STONE



MIKE ORLOV

Motivating Your Employees

We are often asked how to get the best out of employees for the benefit of the enterprise. Without fail we always answer; treat others the way they want to be treated. This answer is almost always met with a certain level of incredulity: 'Really? Do we completely let go of our leanings and adapt to the environment as defined by those working for us? Have we time to act in such a democratic manner? They'll do as they're told.'

Clearly it is not possible, nor is it advisable, for us to completely suspend our own views and priorities but it is definitely worth listening to your people, amending how you act to fit with their needs if you want to create a platform to motivate them to deliver of their best. Just make sure you amend your approach in a controlled way; always within boundaries which are set by your explicitly outlined purpose and vision.

If getting the best out of your people and finding the right way to motivate them is a key aim of your leadership approach, then stop treating them as a homogeneous whole. Each 'human resource' is a separate and unique individual.

How you identify with each one and work with them, rather than against them, how you find ways to trigger their behavioural priorities, will define how you can get the best out of your employees.

Find what works for them to improve your relationship with each one of them. Then watch how they improve their relationships with suppliers, deliver more for customers, fight less often and actually cause greater problems for your competitors.

Accepting this sounds like good advice, albeit difficult for those of us who are supposed to suspend our beliefs and ways of operating in the hurly burly mess of running our enterprises; how do we go about it for best possible results?

I read recently about a company where individuals in the management team were encouraged to see themselves as doctors for their employees / patients. Questioned on whether they would prescribe the same drugs and treatment for each patient visiting their medical practice, the unanimous answer was of course not; each patient had to be judged on their individual symptoms before a diagnosis could be given and before any drugs or treatments were prescribed.

In a positive doctor/patient relationship, doctors diagnose what is wrong with a specific patient and prescribe an appropriate therapy; why not so with managers and employees. Unfortunately for most managers, trying out a new ideas and looking after employees on a one-to-one basis is so often seen as simply not an option; '...there is too much at stake and time is too short..'

In reality time is definitely short but in the workplace, as in medicine, no single prescription cures all ills. We need to take time with people. We need to explore what might be the best way to deal with individuals and the best way to organise resources to develop most appropriate capabilities for current circumstances. However for most leaders and managers trying out a new idea, attempts at a trial to see if it works and accepting error and failure is simply too risky; there is too much at stake for the enterprise and for their own career.

Relating to your employees on a one-on-one basis might take a little more time than issuing edicts to the masses, but it is a far superior way of operating. Through your leadership and management teams, encourage civility, recognition, appreciation and respect; treat all as individuals and use these three words often: 'please' and 'thank you'.

(Mike Orlov is a Partner at Stepping Stone Global, a Bahrain-based boutique strategic management consultancy. He is also a Fellow of the Institute of Leadership and Management. Email: info@steppingstoneglobal.com)

Batelco launches 'MyClinic' app

TDI | Manama

Batelco, a leading digital solutions provider, has announced the launch of 'MyClinic' application, a digital cloud-based solution for hospitals and clinics across the Kingdom.

The application, Batelco said, provides ability to use a calendar to manage patients'

appointments, patient management system, availability of medical and lab history, radiology and prescription management, billing and accounting, in addition to a fully customizable dashboard including medical reports.

The app, available through Batelco's internet services, is available for both Android and iOS devices.

Bahrain, China for greater trade ties

BCCI holds B2B meetings with a visiting Chinese delegation

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Bilateral trade relations between Bahrain and China received a shot in the arms yesterday with a high-level Chinese business delegation holding business-to-business (B2B) in the Kingdom.

The meeting held at Bait Al Tijjar was spearheaded by the Secretary-General of the China Chamber of International Commerce, Yu Jianlong.

Leading Chinese business owners from sectors including energy and renewable energy, manufacturing, petrochemicals, constructions and infrastructure, real-estate, textile, and medical services took part in the discussions.

Jianlong expressed keenness on invigorating investments, trade, and partnerships between



The meeting focused on ways to enhance bilateral trade ties

members of both business communities particularly in light of the Chinese "Belt and Road initiative" and the Bahraini "Economic Vision 2030" and the prospective business potentials they create.

He also stressed the importance of exchanging business delegations and taking part in trade fairs and exhibitions.

Business-to-business meet-

ings between the Chinese business representatives and their Bahraini counterparts held at the event shed the spotlight on various investment and partnership opportunities in the Kingdom.

BCCI's first vice-chairman Khalid Najibi and second vice-chairman Mohammed Al Kooheji highlighted to the Chinese delegates the benefits of investing in the Kingdom and the importance of its strategic location as a gate to the GCC markets.

The meeting further underlined the vigorous level of trade between Bahrain and China and the potential to step-up trade and partnerships.

Earlier, upon on their arrival in the Kingdom, the delegates were welcomed by Najibi and Al Kooheji.



Electricity and Water Affairs Minister Dr Abdulhussain Mirza during a photocall after a lecture on renewable energy and energy efficiency strategies for the Bahrain Institute of Public Administration (BIPA) Master of Public Administration students. BIPA Director general Dr Raed Shams and International Institute of Administrative Sciences President Professor Geert Bouchaert were present during the lecture held in the Kingdom of Bahrain at the University of Bahrain. Forty students from the programme attended.



Gulf Union Insurance & Reinsurance Co., employees during an appreciation awards function for the staffs of their Motor & Health TPA, GEMS. Vineet Kumar, CEO Gulf Union and Usama Tartir, Chairman GEMS participated.

Al Salam Bank opens its renovated Manama branch

TDI | Manama

Al Salam Bank-Bahrain announced yesterday the official inauguration of its newly renovated Manama branch.

The opening ceremony was presided over by Fahad Yateem, Director of Islamic Financial Institutions Supervision at the Central Bank of Bahrain (CBB) along with Rafik Nayed, Group Chief Executive Officer (CEO) of Al Salam Bank-Bahrain, Anwar Murad, First Deputy CEO of Al Salam Bank-Bahrain and senior officials from the CBB and Al Salam Bank-Bahrain.

Speaking at the inaugura-



Seen in the picture (in the center from right to left): Rafik Nayed, Group CEO of Al Salam Bank-Bahrain and Fahad Yateem, Director of Islamic Financial Institutions Supervision at the Central Bank of Bahrain during the official inauguration of Manama branch.

tion, Rafik Nayed - Group CEO of Al Salam Bank-Bahrain, stated: "The branch will offer enhanced banking services as well as iBANK self-service channels, a 24 hour ATM service and a full array of unique Shari'a-compliant products and services."

Mohammed Buhijji, Head of Retail Banking announced a 1-month promotion starting from 22 October till 20 November 2018 offering special financing rates, flexible tenures as well as exclusive Wakala account expected profit rates at Manama branch. The branch opens Sunday to Thursday from 8 am to 3:30 pm.