

Focus on people

“PEOPLE ARE THE PIVOTAL ELEMENT IN ALL BUSINESSES. NOTHING IS POSSIBLE IF YOU OPPOSE THEM. IF YOU ARE ON THEIR SIDE, (ALMOST) EVERYTHING IS.” THAT’S WHY WOLF CONSULTING FOCUSES ON PEOPLE. DIETER WOLF’S DECLARED AIM IS TO TRACK DOWN EXISTING POTENTIALS AND ENABLE THEIR DEVELOPMENT



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Dieter Wolf, Business Coach

+ If you want to change processes and structures – and which entrepreneur never needs to do that? – you must “take on board” the people that are affected, regardless of whether they are temporary employees or department managers. As a general rule, if they refuse the change (in their attitude or actions), then the results, including the operational result, will remain far below what is possible.

In 2012 the Gallup Institute examined what it means if people are not taken on board. According to this study, around a quarter of the employees in German companies had no emotional attachment whatsoever to their employer. These are employees who have often within themselves quit their jobs, and who are also sick for a few more days and no longer take part in the company’s innovation process. According to Gallup, companies suffer annual losses of up to EUR 138bn as a result.

In most cases it is easier to analyze and design figures, structures and processes. Involving and motivating people is something that is much more difficult, because it almost always involves human feelings: disappointments, fears, jealousy.

Practical example

In a medium-sized bakery business, Mrs. A. goes on so-called “parental leave”. She is a member of the production team of a bread roll plant, where she has worked mainly in quality assurance. She was never particularly conspicuous, she was simply there, was reliable and her performance was average.

Tensions and conflicts occurred in the production team after her departure. No-one could explain the origin of this sudden deterioration in the atmosphere. Appeals such as “We’re all grown-ups, we’re not in the nursery any more”, or threats, brought no improvement. Finally, when the bad-tempered mood also affected production performance and quality, WOLF Consulting was brought on board. A short but intensive team development process revealed that Mrs. A. had played an important and central role in the team: she was the natural mediator. And the whole team was suddenly deprived of this function.

Working together, new ways had to be developed to compensate for this gap. The team now works successfully again and enjoys the work more than before. +++

Valuable services can be provided here by advisers who have specialized in the “human factor” in companies and who know methods and solutions that enable conflicts to be identified and hidden potentials tapped into.

That’s exactly where Dieter Wolf of WOLF Consulting begins. Well-grounded training and more than 30 years of professional experience in various companies and leadership positions (most recently ten years in a management function with a well-known bakery machine builder) have made him a much sought-after consultant, especially for small and medium-sized businesses. The services he provides range from classical employee and management coaching, team development and communications training to outplacement and succession advice.

The best part of this is that such advice always benefits both sides – the employees and the company.

If you are interested in services from WOLF Consulting, you can find information at www.menschimfocus.de, or call +49 (0) 176-70 98 19 04. +++



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