



# The Best in Business?

**What's the worst run business you've ever come across? We bet you could probably think of a few. But what makes them so bad? Well, in this month's newsletter, we've highlighted some of the poor things that a businesses can do to put them in contention for the 'worst run' title. Strangely enough though, we are focusing on something other than your typical 'run of the mill' company to talk about. We've selected people driven by a higher calling! We think there's a lot to learn from those who should be setting the best examples...**



## How Not to Run a Company

By David Colman

I thought it would be a great idea to tell you how not to run a company in less than two minutes. Getting nowhere with the concept, however, in frustration, I flicked on the TV. Guess what came on? Question Period from Canadian parliament. There was my column right in front of my eyes.

First of all, let me say that our beautiful country of Canada is a wonderful place to live, and as we close in on Canada Day, the loyalty and patriotism we feel for this country fills our hearts. How the many people in the various political parties *run* the country, however, leaves something to be desired.

Think about Canada as though it were a company. All the citizens are both the customers and the shareholders, the government employees are the various administrative departments, the MPs are our proxy votes and the cabinet is the board of directors. Could I go as far as to say the Senators are the shareholders' auditors? Well, maybe not.

This Petri dish known as parliament is definitely a fine example of how not to run a

company. Representing each province and territory, here are thirteen examples of poor management based on our beloved institution of parliament:

1. People seem to hide behind 'process' rather than results
2. Everybody blames everybody else
3. People won't answer questions properly
4. Manners are a rare commodity
5. When forced with a decision, they send the problem off to a committee or a commission rather than just dealing with it
6. Nobody is honest enough to say 'I just don't know'
7. They are shortsighted in their thinking – about five years out or as far as the next election, whichever comes first
8. They won't talk to each other. For example, when asked a question, the question and answer are both funneled through a third party, known as the Speaker of the House. It's so bad, they won't even look at each other. Very immature.
9. Everyone gets far too many vacations
10. The customers and shareholders are not equally represented, in fact I often think they don't care a lot about the customers

and shareholders

11. People don't have a mind of their own
12. They don't even pay for their own postage, and lastly
13. There's too much politics involved – pun intended

I could have come up with a list of a hundred and thirteen reasons instead of just thirteen. But I only have two minutes, remember?

Fortunately that's parliament and those kind of things don't happen in your company or organization. I can say that can't I? I hope so, because unlike the parliament of our country, your customers and shareholders do have choice. They can go somewhere else.

If you're looking for a new perspective on your own company, or if you are facing challenges and feeling uninspired about how to tackle those challenges, TriOpus Group's executive coaching services can help. If you're interested in speaking to someone about it, give us a call at 1-800-864-2721. Just wait until after Canada Day, because we'll be out that day, waving our flags at the celebrations!



# TriOpus Group

Shaping your company's talent

“ Politics is not a game. It is an earnest business ” WINSTON CHURCHILL

This a monthly publication intended for clients and associates of TriOpus Group. We welcome any comments, suggestions or questions you may have. Please contact us at 1-800-864-2721 or email Tamara Kerr, Partner at [tamara@triopusgroup.com](mailto:tamara@triopusgroup.com)