

Dave Nave & Associates

E-News

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Information in these messages is freely shared freely

First - we collaborate with people who like to share ideas and concepts.

Second - These concepts are deceptively simple. Easy to agree with, but difficult to adopt.

If you can use these ideas as described, then sharing them is our contribution to your effectiveness.

If you want help improving your organization, We will be glad to assist.

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Greetings,

This is the first E-News from Dave Nave & Associates. Periodically we will share short notes on topics concerning improving processes, product/service, or management practices.

To receive future issues, use the 'Join List Button' located at the bottom left of this message to add your email address to our list. Otherwise, you will not be bothered again.

If you believe other people would benefit from the ideas explored in E-News, use the 'Forward email' button. Their email address will remain private. You may include a personal message. If they choose to receive future issues, they can use the join button.

Managing People

Businesses and processes are managed. People are led! To manage people is to imply a form of domination. To manage people is to direct others towards an end, using methods selected by the manager. Necessary at times, but questionable behavior as a cultural norm.

Here are two related distinctions that come to mind:

First the distinction between **assertive** and **aggressive** behavior. **Aggressive** behavior is defined as 'forceful action especially when intended to dominate or master.' **Assertive** behavior as 'to declare positively and often forcefully.' The key distinction is the '**intent to dominate.**' You can dominate things (businesses, processes, markets, etc.) but not recommended for dealing with people.

Another is that leaders **INSPIRE**, not **MOTIVATE**. Motivate is defined as 'to induce, incite or impel.' Motivation is temporary and conditional. Inspire is 'to breathe or give life.' Inspire is enduring and self-sustaining. So, managers motivate and leaders inspire.

So lets refine our business language to say we led people while managing things.