



PETRA PEOPLE

**COMPLAIN UP, NOT DOWN TO MAINTAIN
EFFECTIVE MANAGEMENT**



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LIFE LESSONS for BUSINESS OWNERS

“Gripes go up, not down.”

In “Saving Private Ryan,” Capt. Miller, played by Tom Hanks, explains this **important lesson in leadership** to Pvt. Reiben. Leaders can complain up to their superiors but not down to their followers.

Just like in the military, rank and chain of command are essential for effective management and communication in your business. Team members report to their immediate superiors, these team leaders report to their managers, who then report to the chief operating officer when absolutely necessary. Once an issue is resolved, the answer makes its way back down the chain in the same way.

Why is it important to follow the chain of command in the workplace?

Here are three reasons:

1. The chain shows respect.

Do not complain to your peers in the workplace. This is essentially gossip. Likewise, do not jump over your supervisor and feed complaints directly to upper management. CEOs and COOs do not have time to take care of every complaint in the office.

Not only do these actions show disrespect to your immediate supervisor, but they also create mistrust. Both reflect poorly on you.



2. The chain creates efficiency.

When reporting problems or communicating with the team, an established chain of command creates efficiency and actualizes change.

Your manager is responsible for making sure you are happy and productive at work. So, if you have a problem, bring it to him or her to take action. Your peers cannot help you when an issue arises, but your supervisor can.

3. The chain improves morale.

A complete disregard for the chain of command results in disorder. Build a strong, trusting relationship with your direct supervisor, the liaison between you and higher management, in order to develop a rhythm of effective communication. With this in place, the organization will work together more seamlessly and people will be happier, reducing confusion and turnover.

Remember that the chain goes both ways. Set a good example for your team members by observing the structure of command and they will likely follow suit, making for a much happier (and less chaotic) work environment.

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THE PETRA EXPERIENCE

The Petra Experience is like a Mental Marathon of focused effort to create a specific set of priorities and a planned process to achieve them... as a team.

Looking to change your business life - forever?

The daily grind of growing a business is tough... it doesn't have to be that way. We work from our own business experiences while focusing on your business – as coach and an accountability partner. We implement the Petra Process in a way that ensures it “sticks” then we stay engaged to keep you on your path to success and less frustration. We don't want this to be just another thing you start – then it gets ignored and finally dies... let's stop that cycle in your business. The Petra Program 'clarifies' what is most important to be done – by whom, by when – **AND** creates an accountability structure to ensure **IT GETS DONE.**

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