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EFFECTIVE MANAGEMENT OF HUMAN RESOURCES TO OBTAIN OBJECTIVES

Work Group Discussion

by

Doug Richardson

Cooperative Food Distributors of America
DesPlaines, Illinois

1. Treated with the respect due any other asset of the company (Drivers are professionals--treat them as such).
 2. Encourage/Motivate
 - a. Effective and well organized management
 - *b. Intelligent recruitment practices
 - c. Enlightened labor relations
 - d. Job expectations defined
 - e. Regular feedback on job performance
 - f. Special programs to both introduce and integrate new methods
 - g. Keeping stewards informed and aware of any changes
 - h. "Reasonable expectancy" system
- *Easier to make a good operation better-- than a poor operation average.

EFFECTIVE MANAGEMENT OF HUMAN RESOURCES - RETAIL CENTER

Work Group Discussion

by

Lewis Norwood

NARGUS

Reston, Virginia

- Lifetime employment no guarantee to profit--end up in big red.
- High productivity with poor morale in short run.
- Long run--time and periods you have to snap the whip.
- Prevent crisis situation through good management. Work with owner manager-- change management style was very traumatic.
- Aging employee group--Milo
- Defense of age--mold
- Aids work for supers--wouldn't follow through--long hours
- Education-(Hammond, Ind.) Performance improvement--48 years old get degree-- with progressive company.
- Some autocratic managers--are effective and it can be devastating to change-- new style as a goal.
- Education not a motivator and tool to reach higher goal.
- Japan--government and union feel their part of ship and if you sink the business or government you go down with it.
- People pleasing business--couldn't be done mechanically--realize the needs of people.
- Easier to put pieces together in Japan because of social uniformity vs. our conglomeration of people--cooperation.