

# Renaissance Management

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## Chapter 1

### People Are People

The Business GP looked through his diary for the day. He had a packed timetable ahead this morning. He would be seeing Bill first, then June, then James. He thought for a while. When it came down to it, a lot of the problems in business stemmed from the fact that as people rose up the ranks, they lost sight of the issues that were important to 'ordinary' people.

The people who came to see him were always so worried when they came in. He considered it his job to get rid of that worry altogether. So far, he was doing well. Basically, this job was all about humanity. He'd learnt that back when he was doing a law degree. Although most people think of lawyers as cold and ruthless, he had quickly realised that taking that approach alienated the people he was supposed to be representing. Instead, it made sense to appeal to people's humanity. That had stood him in good stead both with his clients and in the courtroom.

Of course, although he'd had the chance to go into practice, he had very soon learnt that his real skill lay in getting the best from people. That's why he had gone into human resources. There was another misunderstood profession, he thought. Therefore, many people think of HR as just paper pushing, but it was so much more than that. You can't run a business without people, and HR looks after those people. He had learnt HR from the ground up and the skills he had learnt had helped him to train others. He kept it very simple. The best way to manage people is to remember that you're dealing with people. It was that simple precept that had made his management training program so successful.

It doesn't matter which way you look at it, he thought, we're all human. That means that everyone has the same concerns about fitting in with others and being liked by the group. They all have worries about their mortgages and their children, about their marriage and their friends. Furthermore, they all have goals they want to meet in their personal and professional lives. Even the people who end up running companies have these very human concerns. Yes, we are all human beings, he thought, and even if we're in business, our essential humanity is what makes things work. People are people – that's what we have to remember.

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