THE THRESHOLD TO SUCCESS: PEOPLE MANAGEMENT

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ABSTRACT:
Many organizations chant that people are our greatest asset but reality is quite different. Instead now they claim “People are our greatest liability”. However, management guru Peter Drucker corrected saying: “Employees may be greatest liability, but people are our greatest opportunity” (Peter Drucker, 2002 p.77). People management looks to be a critical element as there is no “one size fits all” approach to managing people and their performance. By people management I am referring here to the skills that are used to build positive working relationships, to motivate others, influence effectively and build high performing teams. People skills are an important aspect of leadership. My paper indicates the increasing impact of change and competition in the environment, as well as the growing complexity of organizational life.

People management is one of the fastest growing fields- a powerhouse of HR operations. Good people management is at the heart of achieving a successful, high performance business. Success of any organization largely depends on efficiency and ability of their people aligning effectiveness, business strategy and organizational practices. This paper aims to look at the “core” ingredients of successful people management and the areas that are critical to success, complexities and dynamics. People management must be an integral part of the organization’s approach and raise this issue as a strategic concern at board level. This paper concludes saying if elected people management practices, implemented within a supportive organisation culture, lead to a positive psychological contract, with beneficial outcomes for individual satisfaction and organizational performance.

In summary, more sophisticated and innovative people management leads to lower turnover, higher sales, and better profitability.

KEY WORDS: people management, skills, leadership, challenges, organizational performance.

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