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## the 'other point one percent'

**A** cartoon in the Sunday paper read: "Human beings are almost all exactly the same. Ninety nine point nine of our DNA is identical. Boy, that OTHER 0.1% drives me crazy!"

So I wasn't the only one bothered by "others." At this time, I was working on a team assigned the redesign of departmental workflow. My teammates were irritating me and I decided to chat with my manager about our problems.

After I explained the dynamics in the group, he boked over his glasses at me and said, "After employees have basic organizational training, have updated technical skills, and are supplied adequate equipment, money should be spent on people skills."

He canceled the order for new laptops, which we all desperately wanted, and sent my team to a communication class.

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Big lesson. Don't get your order for new laptops cancelled. Instead, brush up your People Skills. People Skills are more important to your job than IQ, and the good news is—they can be learned and they can grow, unlike IQ.

The actor, Alan Alda, has given us this advice on getting along with "others." He said, "Your assumptions are your windows to the world. Scrub them off every once in a while, or the light won't come in."

Don't let that other 0.1 percent make you loony. Scrub off your windows and brush up your people skills—your portable work skills that give you job security.

Criticize less. Encourage more. Listen objectively to different opinions. Try a little empathy. Think before you speak. Send a smile. Value diversity. Your influence and personal power will grow exponentially along with organizational morale and excellence.