

Media Monitoring

SmartCompany Online
21 August 2007



URL: <http://smartcompany.com.au/feedback.html>

The SmartCompany logo, with "smart" in a blue, lowercase, sans-serif font and "company" in a blue, lowercase, sans-serif font, with a small yellow triangle above the 'a' in "smart".

smartcompany

Tuesday 21 August 2007
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Feedback

So tell us what you really think...

We want to hear your ideas, problems & reactions. Do you disagree? Did we get it wrong? Do you have something to add?

Email: feedback@smartcompany.com.au

SmartCompany reserves the right to edit your comment before posting.

Today's feedback

21 August 2007

Peter Fullbrook, managing director of Prosell, responds to [staff time-wasting on the internet](#): I run a performance improvement business and have spent 22 years around the world looking at and analyzing company performance and would make the following points:

I think the main point I would make is that blocking web access for groups of staff has a number of implications:

- It signals mis-trust.
- It creates an 'us and them' mentality.
- It is easy to get around.
- It cannot just be for Gen Y, unless that's all you employ (age discrimination).
- It implies that you have to police people all the time.
- It indicates that for feel the work is uninspiring and people want to do something else.

In a more general sense, it points to all that is potentially wrong with management:

- I don't trust you to do the work.
- I don't think you can do it unsupervised.
- You cannot make ethical decisions.

Instead, management should cope with the issue in the following ways:

- My reporting and data lets me know if you are doing the job well.
- I trust you to use tools sensibly.
- I agree with you clear standards for the use of the internet (at breaks, in a separate area, once work is completed). I also find business benefits in using the technology.
- I create both individual and team ownership of goals (your teammates would not let you slack while they did the work).
- I use feedback to constantly assess the teamwork in my group.

Debating whether you should ban someone from doing something in the workplace is a bit like debating whether you should bring back clocking on and timed five-minute tea breaks. It flies in the face of all good management practices, like motivation (getting people to want to do the job) and recognition of achievement (getting people to want to do the job at a consistently high level). Policing is what you have to do if you have no team spirit, job satisfaction or sense of purpose. It is also important to look for positive uses for these tools, as the article suggests.