

“You Get What You Tolerate”

How many of us on a daily basis tolerate less than perfect, or even less than acceptable standards that, if we chose to, we would be well within our rights to challenge? Whether we are talking about the service we get in stores, restaurants or banks/Govt or from the people we work with – our teams, managers, suppliers – all seem to have an infinite range of reasons and excuses as to why it is impossible to deliver what we expect, whether we are talking about hard product or attitude and behaviour. This is one of the reasons for poor quality, poor discipline etc.. In organizations



The statement ‘you get what you tolerate’ is incredibly powerful. In her book entitled ‘Fierce Conversations’, Susan Scott (Piatkus, 2002)* says, **‘As a leader, you get what you tolerate. People do not repeat behaviour unless it is rewarded...’**