



NO IFS..., BUTS OR MAYBES...

When all around you are losing theirs, keep your head.

Royal Commission notwithstanding, the relevance and currency of those words extend beyond Australian bankers, insurance agents, financial planners and mortgage brokers.

Every person, brand, company, product, service, application and concept is being subjected to scrutiny, audit and review. Transparency and accountability lead the agenda of most aspects of business.

Personal, corporate, individual and collective worth are being questioned, and rightly so. It should have been for ever thus. Many customers, it seems, have been short-changed.

RESPONSIBLE

At times like these it is important to accept responsibility. Resist taking the blame in isolation, particularly when all seem to doubt you. Whether it's internal or external to a company, it is important that leadership is apparent, consistent, articulated, supported, applauded, endorsed and celebrated. That attribute appears to be in short-supply at present. "Sitting on the fence" and "spinning wheels" do not reflect leadership. "Follow me" is a style which is back in vogue, and is re-emerging.

The "road ahead" will have many twists, turns and peaks to conquer. Milestones should be checked off, quantified and maintained.

Allowances will need to be made for "doubting Thomas's", of which there will be many. Self-belief will be, is, and always has been a virtue. Self-monitoring provides reassurance.

The immediate challenges for nations, regions, sectors and professions will be formidable. Remedial actions will be draining. Therefore, it is imperative that one overcomes tiredness. Ultimate success and progress will have their own rewards.