

Book Review

“The 10 People Who Suck”

by Sandy Dodson

“The 10 People Who Suck: A Positive Prescription for Improving Communication in the Workplace” by Ryan Powers & Michael Wissot. At first glance, this book might look like something written by Scott Adams of Dilbert fame. However, it is not a comedy book. It truly has something good to say.

The authors look at 10 workplace personalities who can suck the energy and life out of an organization. They can destroy workplace morale, team unity and overall efficiency in an organization. I won't tell you what the 10 personality types are; you'll have to read the book to find that out.

The authors take each of the personalities, describe them and look at the various embodiments of that personality. They take a peek at what drives these personalities. From there, they look at what they call “The 5-A Scorecard. This involves looking at Awareness of the problem, Alignment with corporate goals, Arrangement, Assessment, and Action.

Then next step is to look at resolution of the problems involved. They look at one way of resolving the conflict, compromise, or meeting in the middle. They then look at a different way of dealing with the issue, what they call Triangulation. This involves finding a new center between the parties. It takes the issue and finds a long term solution for both of the parties involved.

The book looks at how to effectively deal with the personality types, and what to do if you are that personality type. There is an assessment instrument at the end of each chapter to help one see if he/she falls into that category.

“10 People” is deeply steeped in communication theory. Communication leads to understanding, understanding leads to a more effective team, a more effective team leads to a more effective organization. This is a well known and accepted theory.

This is a good book for anyone who works in a mid to large sized organization. Everyone will recognize the personality types. Powers and Wissot offer a good handbook on how to deal with them and how to move beyond it if you are one of them.