

In This Issue: –Where’s your ego?  
Update on Information Management & Lab Informatics

eOrganizedWorld  
the Online Information Management Newsletter  
for Information Professionals  
from Charlie Sodano

### Where’s your ego?

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Does this sound familiar? Your organization made a set of operational guidelines for their records management program. Senior management agreed and approved. Training programs were held and everything was looking good. The program launched, moved well then after a few months an audit was conducted. What was found? Most people are doing the “right thing” and dealing with issues in a logical way thing. But some people were working as they did in the past as if the program never existed. They filed their records into categories that are inappropriate or kept them in an area under their personal control. You pay them a visit, explain the rules. Address their concerns and assume all is well. Several month later it’s found that they still are not complying. What’s next? Report them to their boss? Complain to HR? Tweak their noses?

In some ways, I understand because I certainly do not like stupid rules that have no apparent benefit and force me to change how I do things.

There is a rule of thumb that 80% of people will go along with a change in paradigm that is beneficial fairly quickly. About 15% will get there, but will take a bit longer That leaves about 5% hard asses who will fight to the death. One popular excuse is that “I don’t have time to spend on this sh\*\*. I’m very busy and my work is vital to the organization.”

Let me explain about the ego state model, popularized by Eric Berne that may help you negotiate with these stragglers. This model says we can understand our inside world as consisting of three different areas which are called the parent ego state, the adult ego state and the child ego state. The adult ego state is the best place to be, logical and in the here and now. The parent ego state is where we go to when stressed calling on behaviors, beliefs, thought and feelings copied from our parents. The is normally expressed as “we should or ought to do it this way – right now”. The child ego state often is where we go to escape the world and return to simpler times, alone in your own hidey-hole.

I’m sure you know of many people who exhibit a strong parent ego. They often become good 2<sup>nd</sup> tier managers. “You must do things this way or you will be punished.” These people can manipulate those who have a tendency to slip into their child ego state to a point. The child will eventually rebel and express some kind of defiant behavior.

Almost all hard asses exhibit a strong emotional response in rejecting the operational guidelines. They may be acting out of their parent or child ego state. It’s usually pretty

easy to determine which one. But it really doesn't matter because the only way to get through to them is to speak to their adult ego state from your adult ego state. This may take a little practice, because we all tend to slide one way or another when stressed. Pretend that you are a computer and stress the personal benefits to them. Be persistent, and keep your voice in an even tone. Don't get discouraged if they don't crack immediately. It takes time to cool emotions.

Please pass on this EZine to those in your network.

To leave list or change email address, scroll to bottom.

A link to the EZine is also found at [www.eorganizedworld.com](http://www.eorganizedworld.com)

Contact us ([consultants@eorganizedworld.com](mailto:consultants@eorganizedworld.com)) for additional information about getting your records management program started. We'll give you more free advice and explain how we can continue to work together.

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What's new?

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#### INFORMATION MANAGEMENT

RecMan for Gmail integrates with users' Google Apps-based email accounts, and appears as a widget for users to gain access to and file their email messages. File plan policies and retention schedules are applied once the emails have been placed into the appropriate area.

The result is an application that can apply metadata generation and management, in the case of Gmail, to email messages, which includes the ability to add, edit and index detailed metadata of email messages and documents in the email.

#### Electronic Laboratory Notebooks

The Global Electronic Laboratory Notebooks (ELN) Industry report from ReportLinker analyzes the worldwide markets for Electronic Laboratory Notebooks (ELNs) in US\$ Million by the following Product Segments: Software Licensing, and Software Support Services. The report provides separate comprehensive analytics for the US, Canada, Japan, Europe, and Rest of World. Annual estimates and forecasts are provided for the period of 2009 through 2017. A six-year historic analysis is also provided for these markets. The report profiles 37 companies including many key and niche players such as Accelrys, Inc., Agilent Technologies, Inc., Amphora Research Systems, CambridgeSoft Corporation, Contur Software, ID Business Solutions Ltd., Infotrieve Inc., LABTrack LLC, Labtronics, Inc., Rescentris, Inc., VelQuest Corp., and Waters. Market data and analytics are derived from primary and secondary research. Company profiles are mostly extracted from URL research and reported select online sources.

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