

## Step 12 - Yelling and Screaming

The final of the twelve, but not the least important, step in creating organizational dysfunction is yelling and screaming.

This effective method can ruin even the best-oiled organization and is a delightfully fun method of mismanagement.

Yelling and screaming is often the culmination of the previous eleven steps. A manager may lose his temper because he isn't getting the respect that he earned by effectively huffing and puffing. A manager may get miffed to the point of anger because an employee, who has not been properly trained, developed and coached fails in his duties. He may yell at the employee that can't get something done with a broken process. He may rant and about employees that haven't gotten on board with changes that they don't understand and rave about whose fault a failure is. He may scream about the fact that employees don't read his mind and follow his direction or that their activities are not consistent with the department goals that he didn't communicate. He will eventually erupt in anger at the poor performer whose consistent poor performance he previously condoned. He may howl about how everyone should be like the one star of the team and wail about the in-fighting and lack of teamwork that abounds in his organization. Regardless of what reason he yells and screams, the result is the same. Employees relate his behavior to a problem with himself and nothing will change. The yeller demotivates the yellee and makes everyone else in the vicinity feel embarrassed and uncomfortable. Everyone wonders who might be next.

Yelling and screaming are the final finishes to be put upon the dysfunctional organization. If employees weren't adequately mystified, teams adequately unraveled, and performance reduced with all of the previous methods used alone or in conjunction with each other, this one will get organizational dysfunctionality into full gear.