

Humberto Mercader – Create a Winning Culture

Advice would be exactly to do that, to spend time and spend resources on creating a winning culture. The type of culture that private sector companies need to do because it's performance driven. Spend the time early on, begin with getting to know your team, understanding how your team performs, what are the strengths, what are the weaknesses, and spending the resources to help them perform.

That's another thing. Just training, getting to know, getting to develop skills that all of the leadership team needs. Learning is something that's continuous across everyone's career and that's something that we have done here as well. We have identified, you know, project management skills. That's something that depending on your background, you may not have, and now in a leadership position you may think “well going through having a certification of product management yes that is necessary sometimes” and it may not be just product management.

There are many other resources that you can provide to your team to keep them learning to keep them improving to keep them performing better. And I think, again, having that as a priority, it's a difference. It makes a difference having as a priority paying attention to your team and making them part of your decision making. It's certainly something that you will see a result in the in their performance. It impacts directly the spirit of the team and how the team delivers.