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## Time Management and Productivity Pro Laura Stack Discusses How to Be a Fixer, Not a Finger-Pointer



DENVER, Colorado, April 9, 2013 –Few people appreciate criticism, no matter how valid or constructive. Criticism can be embarrassing or annoying to the recipient, especially when someone fails to offer a solution to the perceived problem. In her latest blog titled [“How to be a Fixer, Not a Finger Pointer,”](#) time management and productivity expert Laura Stack pokes some holes in the art of finger pointing to see if those pointing the finger are accomplishing anything in the process.

“Poking holes in something is much easier than repairing them, and yet most critics don’t let that stop them,” Stack says. “Hence the saying, ‘Those who can, do; those who can’t, teach; those who can’t teach, criticize.’”

According to Stack, when a person is accused of making an error and it is indeed their fault, it is their responsibility to correct it. However, anytime something goes awry, or when the source of a problem is uncertain, finger pointing becomes a meaningless gesture that undermines integrity and does nothing to resolve the problem.

Instead of playing the blame game, Stack suggests people step away from the blame game and step forward with a solution, or at least a suggestion toward a solution. She offers the following tips and suggests that her readers implement them consistently to become known as a fixer rather than a finger-pointer.

**1. Take the initiative.** Often, workers duck responsibility not from complacency, but because management discourages or punishes initiative. But there may come a time when an employee has no choice but to take a risk by imparting initiative, provided their primary job responsibilities are performed well.

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**2. Accept responsibility.** Accountability scares many workers, but if something goes wrong and fault can be placed on any one person, Stack says that person needs to accept responsibility, take their lumps and move on.

“Yes, you may suffer if you work in a punitive environment,” Stack says. “But no matter what happens, such mistakes represent learning experiences, and we all make them.”

**3. Help others accept responsibility.** Leaders ultimately are responsible for their team’s actions, Stack says. But a leader can’t accept all the blame any more than they can take all the credit; actions have consequences. While a leader needs to be a fixer, if they fix everything no one learns from their mistakes.

“If people consistently cause problems and blame others for their failures, call them on the carpet and discuss ways for them to repair their deficiencies,” Stack says. “Make it clear they need to take responsibility for their actions, and explore why the problems keep recurring.

**4. Encourage engagement.** While most people don’t blame others for their mistakes just because they can, many don’t care enough to do their best work. This makes it easy to point fingers at this or that process when things misfire.

“When workers feel empowered, they take greater ownership of their jobs,” Stack says. “When they take ownership, they become emotionally invested and thus more likely to do their jobs well.

“This stimulates them to face up to their responsibilities and fix problems without prompting.” Stack reminds her readers that constructive criticism can be useful if it’s offered along with potential solutions. However, mere finger-pointing just wastes time, especially when everyone points at someone else.

For more information on accepting responsibility, visit [TheProductivityPro.com website](http://TheProductivityPro.com), Email [Laura@TheProductivityPro.com](mailto:Laura@TheProductivityPro.com), or call 303-471-7401.

### **About Laura Stack:**

[Laura Stack](#) is a time management and productivity expert who has been speaking and writing about human potential and peak performance since 1992. She has implemented employee productivity improvement programs at Wal-Mart, Cisco Systems, UBS, Aramark, and Bank of America. Stack presents keynotes and seminars internationally for leaders, entrepreneurs, salespeople, and professional services firms on improving output, lowering stress, and saving time in the workplace.

The president of [The Productivity Pro®, Inc.](#), a time management firm specializing in high-stress environments, Stack is the bestselling author of five books: [“What to do When There’s Too Much to do” \(2012\)](#); “SuperCompetent” (2010); “The Exhaustion Cure” (2008); “Find More Time” (2006); “Leave the Office Earlier” (2004). The 2011-2012 President of the National Speakers Association and recipient of the Certified Speaking Professional (CSP) designation, Stack has served as a spokesperson for Microsoft, 3M, Xerox, and Office Depot and is the creator of The Productivity Pro® planner by Day-Timer. Widely regarded as one of the leading experts in the field of employee productivity and workplace issues, Stack has been featured nationally on the CBS Early Show and CNN, and in USA Today and the New York Times.