

NEWSLETTER 03 · DEVELOPING PEOPLE

# A company that develops people

What if helping people grow were part of running the business?

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Bill O'Brien, the former chief executive of Hanover Insurance, believed leaders should create the conditions for people to live more meaningful lives. He saw that as part of building an excellent company.

Years later, a former client, Bill Fonti, described his own company in words I have never forgotten: "We are a personal development company that just so happens to sell furniture."

Of course a company has to serve customers and produce results. People can help deliver those results when they're trusted, challenged, heard, and given room to grow.

What would change if developing people became part of the daily work?