



## EPISODE RECAP: MARCH 6, 2006 THE APPRENTICE | 9/8 PM MONDAY | NBC

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### Insights on the Apprentice

Success is a two lane road of conflict and compromise. You have to be able to use both lanes. Managers and employees alike have to learn not all conflict is bad. There is such a thing as constructive conflict. Even if we didn't see it last night, it does exist.

The primary lesson from last night has to be: Cut out drama. Stacy was saying "Brent just confronted me in the hallway, I just can't work this way" as if she had just been assaulted. Again, confrontation is healthy, particularly when it puts issues on the table. Brent, while not being the most socially skilled person on the planet, did the right thing. There was an issue; he put it on the table through confrontation. Deal with the issue.

When dealing with difficult people, focus on job performance. Don't get lost in personality.

1. Set and communicate clear goals
2. Ensure employees have the necessary training and skills to achieve those goals.
3. Provide consequences for success and failure.

Brent is not long for this show. I think Trump is looking for someone who is just more polished, more socially skilled than Brent. He is just not going to fit into a corporate culture like Trump's organization.