

Corporate Advice



Caryn Walsh

LEADERSHIP

Happy employees are the key to increased productivity

THINGS THAT MAKE WORKERS HAPPY AND WAYS TO CREATE A PRODUCTIVE ATMOSPHERE



Happy Workers – do they really make a difference?

It's a competitive world out there and becoming increasingly more so. The internet has changed our world in more ways than ever was imagined, with the two most significant areas of change being how we conduct our business and how we live our lives.

Modern day technology has had a profound impact on everything we do and has turned the world into a small global village. Instant gratification is the order of the day.

Virtual offices and teams around the globe used to be a 'thing of the future.' The future is here!

Fax machines, once a core piece of business equipment, is now a thing of the past.

Today, we can get a business decision within a 'nano-second' from a colleague on the other side of the world, without having to wait weeks (or even months) for telex machines or the 'snail trail' postal service to communicate with others.

Whilst technology and the way we do business has changed significantly, one thing has not.

People. Your people. The people who work in your business every day, who either make it very successful or mediocre.

The most vital of all modern day resources to any organisation is its people. In today's world there is not a single business that can afford to underutilise its resources, most specifically its human capital.

The attitudes of your people towards clients, how they treat them and the manner in which they resolve customer issues, matter a lot. It always will.

Your competitor may have the same product as you do, but it is your people who will ensure clients return time after time.

Your people are the greatest competitive edge you have.

Your people are not a difference. Your people are THE difference!

No matter the size of your organisation, whether you have three people, or 90,000 people working for you, the imagination, creativity and capabilities of your people is what counts.

Research indicates that happy people work harder, are more productive and more engaged in what they are doing.

Engaged, productive people mean greater profitability.

What leaders around the globe need to realise is that their first role, every day, is to make sure they have provided everything needed to ensure happy, productive people are part of their workforce.

Leaders take heed!

Leaders - your role is to serve your people!

Considering the research findings which constantly indicate that happy workers = greater productiv-

11 WORKPLACE THINGS THAT MAKE WORKERS HAPPY

What motivates people? Is everybody influenced by money, the supposedly universal commodity? We are all motivated by different things and money is not always a priority. Some people want to feel part of something, others want to feel as if they are contributing to a greater cause in some way, whilst others want to feel as if they are valued and 'heard.' So what do your employees want? According to Online Business Advisor:

1. They want to feel like they are part of the decision making process. They want to feel that their opinion counts.
2. They want their company to show a genuine concern for them.
3. They want to be paid a fair and competitive wage for the work they do.
4. They want constructive feedback about their performance on a consistent basis.
5. They want to feel that they are as important as everybody else in the company.
6. They want to work in an environment that encourages open communication.
7. They want to be kept informed about what's going on within the company.
8. They want a Vision and to know where they are going and how to get there.
9. They want recognition for a job well done.
10. They want clear communication of what is expected of them.
11. They want to be treated with respect.

Please send any questions you may have about your business to info@puremagictaining.com.au. Ms Walsh will gladly answer them.

ity = increased profitability, it's important business leaders take these statistics seriously.

Before all else, the leader needs to serve their own people well, to ensure they have whatever they need (including a happy workplace and optimistic leader) to excel in their roles.

Robert Greenleaf, a twentieth century researcher (and founder of the Greenleaf Institute) first termed the modern day version of Servant leadership.

In short, a servant leader is one who promotes the well-being of those around them, using ten guiding principles (such as listening, empathy and healing) to do so.

The ultimate aim for leaders in organisations is to treat their people with respect and dignity by building relationships with them based on common collaborative principles, not power.

Source: <http://www.investopedia.com/terms/s/servant-leadership>. (Adapted)

Conclusion

Happy workers result in heightened productivity and increased profits for organisations.

Placing your people at the top of your list must be your priority, be-

6 ways to create a productive working atmosphere:

1. Let your people create their own /space.' Within reason let them decorate their work areas with individual photos and meaningful things
2. Have lots of greenery and plants around the office. A strong connection to nature often prompts a better frame of mind, which increases productivity.
3. Have as much sunlight/light as you can. Adequate lighting and fluorescent lighting is helpful.
4. Offer healthy food choices in the canteen. Healthy food makes healthy bodies and minds
5. Promote work-life balance. The more balance your people have the happier they are. Happy people are more productive
6. Healthy air is important. Make sure there is plenty of it for our staff. Unhealthy buildings can have a detrimental effect on workers' productivity

fore you consider your client or your customer and ahead of worrying about your distribution channels or your trading figures. Focus on your people.

Any leader who leaves thinking about their people as a last resort, leaves their organisation vulnerable in the face of competitive activity and modern day business demands.

Think about it!

Caryn Walsh is an International Business Consultant, Executive Coach, Keynote Speaker

STATISTICS ABOUT Happy employees

Individuals who are happiest at work:

- Are 180% more energised than those who are not happy
- Are 50% more motivated than those who are not content
- Are 60% more confident in themselves and their role
- Feel they have 65% more control over what they do
- Experience 155% more happiness in their jobs

Source: Happiness at work; Maximising your Psychological Capital for Success: J Pryce-Jones

13 STRATEGIES LEADERS CAN USE TO SHOW THEIR APPRECIATION:

- More than money, give praise. Congratulate them on a job well done.
- Communicate well with your people. Mostly people listen intently to what their Manager says (most people would say they are paid to do so!) However, do Managers listen to their people with the same level of eagerness?
- A great leader understands different kinds of motivation and uses both intrinsic and extrinsic motivation to create enthusiasm and passion in their people
- Realise that motivation of others is not a once-off reward. It is a fundamental understanding that others need to be valued, rewarded for great performance and behaviour and treated well all the time.
- Be fair, be consistent. Treat all your people equally. Favouritism is not leadership.
- Lead by example. Don't ask any of them to do what you would never do.
- Create a workplace culture that is supportive and fun. Everybody wants to work in a place that they look forward to working in.
- Ask your people for their opinion. Create opportunities for them to sit on committees and do things they would not normally do within their role.
- Leave your ego at home. Egotistical leaders are tactically inferior.
- Be emotionally intelligent with your people. If you are angry, manage your anger well. If you want to create happy people, show them respect when you are angry with them.
- Share success with your people. Pay them fairly, and give praise where it is due.
- Be positive and optimistic at all times with them.
- Your role is to serve your people. Not the other way around.