

A Few More Questions

Last month I asked the question: Are your employees being trained and compensated based on their performance against clearly communicated goals and expectations? This month I am going to put a few more questions to you.

1. Who is responsible for ensuring that your employees are well trained?
 - In an article published by 2006 Profiles International they warn of the 7 deadly sins of leadership - one major sin is that “Many companies spend more time and money negotiating and paying for maintenance contracts on their equipment than they do training their staff. And yet, they claim their employees are their number one asset.”
2. Do you have an effective and efficient performance management system?
 - In business, I am certain that activities are tracked and measured on a regular basis; whether it is in production, inventory or sales. In my experience many organizations don't delay assessing the effectiveness and efficiency of their operating systems, but when it comes to their people, assessment is often held up for months with no follow-up until the next year. Is this because staff evaluation is too tedious and not truly effective? Constructive feedback is essential for an employee's career development, and the organization's development. Interestingly, a study conducted by Salary.com, shows that of 2,000 employees and 330 HR professionals, two thirds of the companies believe their performance reviews are effective, but only 39% of the employees agree.
3. Are you treating your employees as well as you are treating your clients?
 - Given the difficulties in filling vacancies, the cost of recruiting and the loss of productivity when we're short staffed, it is important that our employees know they are appreciated and respected.

I understand that there are no finite rules to keeping employees, and keeping them happy. We can strive to ensure that our people are provided with the tools necessary to perform at their best, and strive to ensure that our best are motivated to stay with us.

Long term, efforts made today will show a positive return on investment tomorrow.

Next month we will take a look at motivation.

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