

20 EMPLOYEE INSIGHTS

THAT WILL SIGNIFICANTLY CHANGE YOUR ORGANISATION

All leaders desire to work with people who are enthusiastic, pliable, skilled (or willingly developing in such), motivated, demonstrating high energy and care in their work. They desire people who treat the job as if it was their own business or organisation, taking personal responsibility for their failures, thinking for themselves and giving 100 percent while on the job.

The following represents some of the key insights I have gained over 30 years of coaching others, insights of which if adopted will significantly and often dramatically change the course of an individual, a team and a complete organisation.

1. Tough Love Leadership is a leadership style that I have seen work extremely effectively. Team members know they are valued (the love) but also understand that mediocrity is not tolerated (the tough).
2. If you see your job as babysitting then babysitting it is. If you see your role as nurturing individuals to achieve greatness you will attain much more than the former
3. Help the wrong people exit the bus. There are plenty of other buses that will take them
4. Raise the bar. Expect the best out of your people.
5. Team members value having their say. Create an environment whereby employees can contribute to the ongoing direction and decisions of the company.
6. Organisations that eat together and create social events tend to reflect a better workplace culture
7. Employees want owners and managers that are accessible and personable
8. Failure should be celebrated for those who were attempting something new. At least they were thinking and acting.
9. Spend more time on the recruitment process. What you shortcut up front you will pay for down the track
10. Hire people based on the whole person not just technical skills
11. If you get enthusiasm and teach-ability in a person first, skill mastery will be quicker and easier
12. Employees want to be treated as people not merely as workers
13. Employees don't just have a work life. As much as we would like to think they will leave their personal baggage at the door, many simply bring it in with them
14. Match a person's behavior and enjoyment factors to their role
15. Don't promote people beyond their strengths and abilities. Just because they are a good technician doesn't mean they will be a good manager.
16. Some employees are grateful for a demotion or a sideways shift. Some would prefer less money if they can work in their sweet spot.
17. Employees generally like to know how they are performing and how they can improve
18. Just as you can't make a slow dog speed up, same goes for employees
19. Motivation Thoughts.
 - a. Some are motivated by money, others by time with their family; some the freedom to travel while others to expand their careers or to increase their intellectual capacity. Understand what motivates a person then work with them on these motivations, incentivizing accordingly.
 - b. External motivation, whether the rah rah public speaker type, financial rewards or any other extrinsic force have limited motivational longevity.
 - c. Enduring motivation happens when someone is fuelled by inner desire and passion; when they enjoy their tasks and have a sense of 'this is what I was made for.'
20. The better you are with people the better your workplace will be - a direct reflection

Ray Hodge speaks and consults to businesses and organisations, a notable event being the Department of the Australian Prime Minister and Cabinet. His emphasis is on improving critical efficiencies to dramatically increase key results. He has coached and provided consulting services to leaders and teams for over 30 years.