

Employee Experience

Indeed you have the technology, equipment and exposure to market but you still need people to help you deliver your product and service.

The nucleus of all Lean Organizations is to Respect your People ... but I think you can think outside of the box and do something innovative. People are giving you their "Gift of Time" but this is a gift that they can chose who to give it too.

Enter the Concierge ...

Most people on this planet are needed to conduct items beyond their work tasks. Kids get sick and need their Parents, Parents get sick and need their Kids. There are errands to complete like renewing the mortgage, renewing your license plates a trip to the lawyer to update your will or finalize a contract. All of these tasks distract your employee from doing what they are best at ... helping you deliver your product or service.

In most cases the employee will book time off to fulfill and complete these tasks ... but do they need to?

Imagine if you provided your employees a Concierge Service ... they could assist your parents to attend Doctor appointments or stay at your home tending your children. They could run those errands that could potentially take them away from their work front ... WOW !!! What an employee benefit that would become.

Across the board, we want to attract and retain people who are smart, resilient, willing to question the status quo and motivated to make a difference. We look for people who love to solve problems, persevere through failure and work collaboratively across teams to drive progress. So now it becomes important that we can maximize their attendance at work.

With the record low unemployment rate and the fear that current employees will leave for greener pastures, companies are changing how they view their workforce. So this may be a chance to be innovative.

Culture is King

The foundation of a positive work experience is company culture, it's a "winning culture." For you this attitude should be a differentiator in the marketplace.

Ask everyone to think about how to work? "How can we structure it? Will we have teams with part-time workers? Will we have people on flexible schedules? The point is that we need to expand our vision of how we get the work done."

Another measure of autonomy-- a valued trait of a good work experience-- is the ability to determine their career paths. While this is especially important to both attract and keep millennials, the concept is applicable to all ages.

"Successful people ask better questions and as a result, they get better answers"

Anthony Robbins

Where Lean Thoughts can become Reality

No Counting

No it is not about inventory, but rather potentially some sage advice to guide you about relationships. Change is definitely happening everywhere as the economy struggles and sputters along. With change comes new definitions in roles, responsibilities and accountability.

Many years ago while attending a sermon our priest commented that a secret to maintaining a good relationship is to instill the “**no counting**” rule. He expanded that in many relationships couples will exert a considerable amount of energy counting ... “I made the bed yesterday so it is your turn today” or “ I cooked dinner so it is your turn to do the dishes”.

While many businesses are restructuring to survive, tasks and assignments are being changed at an alarming rate. Employees are being asked to step up and assume more tasks, assignments in many cases without a change in compensation. It is important to remember the traditional rules of yesterday exist no longer ... a new landscape is being created. It becomes easy to begin counting as you start to compare your work load to others within your organization. What is important that the organization bond as a team and work together on agreed priorities to insure success.

Taking on new assignments or expanding your scope can be exciting as you get to learn new skills and become more engaged in the success of your organization. Of course, you should never take on assignments or adopt change that is unethical or could jeopardize your Health & Safety.

Of course, applying the ‘**No Counting**’ rule in your personal relationship will be a significant contributor to harmony in your relationship. It is amazing how many times we mention to each other “you’ re counting” and the game stops instantly. This is why I am sharing this simple rule with you this week because last night I was caught counting ...

Another thought to remember is that **Anger is the Highest state of Commitment**. Many years ago a colleague and I were discussing management traits. He observed that he could survive a day at work without getting angry. He was constantly managing conflicts finding compromises and solutions but he then observed that once he got home it seemed that within seconds his children could escalate his mental state into anger mode. Later both of attended a leadership training course. During one of The sessions our instructor made us aware of how anger is the highest state of commitment. If we don’t care about something or someone we show no emotion versus if we are emotionally attached it becomes almost a natural state to express our emotions through anger when we get upset about change.

So look at your angry employees as also potentially your Committed employees.

The Economic Fix?

This was an article from the St. Petersburg Times Newspaper . The Business Section asked readers for ideas on "How Would You Fix the Economy?"

Patriotic retirement:

There are about 40 million people over 50 in the work force; pay them \$1 million a piece severance with stipulations:

- 1) They leave their jobs. Forty million job openings - Unemployment fixed.
- 2) They buy NEW American cars. Forty million cars ordered - Auto Industry fixed.
- 3) They either buy a house or pay off their mortgage- Housing Crisis fixed.

All this and it's still cheaper than the "bailout".

Lean Thoughts