



Supervisory Notes

Employee Morale | *Starting the New Year off with a Bang*

The one great enemy of employee morale is boredom-monotonous, humdrum work. James Cash (JC) Penney

Improving employee morale, is it possible? Yes, once you recognize that you can't control how people feel. This is an important concept. If you accept and understand it, you let go of the notion that more control will result in greater morale. The environment you create can greatly influence the choices people make in the workplace. Employees, for example, will usually choose greater optimism and commitment to an organization in an environment where management treats workers as equals: adults who are trustworthy, dedicated, well-intentioned and capable employees.

Consider the following examples that you can take to create a workplace that fosters positive attitudes and choices.

Always tell it like it is regardless of how negative or positive the message. Don't try to spin the message or manipulate the reaction. When you communicate, make sure it is the truth, the whole truth and nothing but the truth.

Treat employees like they are your top producers and deal with the few disrupters. Don't manage the entire workforce based on the problems of a few. Clearly communicate what is required and why. Show you trust employees to do the right thing by sharing information and empowering them to act.

Celebrate success as a group, even if it is a small thing in the beginning. Create understanding of what needs to be accomplished and why employee contributions are so important. Help employees see meaning in what they do each day.

Publicly acknowledge the actions people take to improve work processes and customer service. Build a supportive, energetic workforce that resists average results and strives to continuously improve.

Source: www.workforce.com

For more information on improving morale, contact Best Care EAP. Professional counselors and consultants are available to provide new ideas and/or training at your work site.

402-354-8000 | 800-666-8606 | www.BestCareEAP.org

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