

30 Business No No's (4)

It's a "No No" to overlook good workers!

Observe people who are good at their work— skilled workers are always in demand and admired; they don't take a backseat to anyone.¹ Solomon

Do you see a man skilled in his work? He will stand before kings; He will not stand before obscure men.² Solomon

Leaders must recognize and appreciate good workers! Productive workers who are prompt, ready, skilled, and diligent will always be in demand. If you don't value them you will be facing a turn over issue. A well trained employee is worth more than their weight in gold. The loss of a well trained, diligent worker will cost you your weight in gold.

Observe people who are good (skilled) at their work

What are you doing as a leader to show your appreciation for what your employees are doing for you? The wisdom here is that we should make it a priority to observe and acknowledge good work. Leaders must take the time to gaze, to gloat, to watch the work that is being done and then be appreciative.

*Don't tell me what you believe in. I'll observe how you behave and I will make my own determination. **Alex Trebek**³*

If you value diligent work what systems have you built that rewards a diligent worker? If you value your workers they will know it and it will be evident to them and others.

*People do not do what we expect, but they do what we inspect.
Unknown*

Observing means to take notice of what is good. There is something that catches your eye that is good.

Make their story known!

A person who is industrious, on time, and does good work **should be famous**. I remember when retail stores started putting the worker of the month picture on the wall. I loved this concept of acknowledging who the worker, teacher, or employee of the month was. One thing I noticed. The picture was often placed in an obscure location known only to the workers. Customers unless visiting the restroom near the employee break room might never see who this individual is. Who will work hard for that kind of a reward? Your rewards and appreciation must be as public as the work that is being done. Your workers and their peers should know that you have taken notice of them doing a great job. Use these workers as heroes of your company. Tell their stories and teach the values that you love in their work.

Say, "Thank you" often!

If you observe someone who is diligent in their work **speak up**. A timely thank you is a huge reward. Learn to say, "Thank you" often! Compliment them on what they did that made you happy. Recently, we ate out and the order was all messed up. The waitress took the initiative and brought us rolls to eat that were complimentary. I verbally thanked her, and we took the initiative to fill out a response card

¹ MSG, Proverbs 22:29

² NASB, Proverbs 22:29

³ <http://www.brainyquote.com/quotes/quotes/a/alextrebek176418.html/> March 24, 2009; 10:15 AM

thanking her. Nothing is more valuable than hearing appreciative words from the leader that are on time. A verbal compliment is a simple but greatly affective tool for rewarding diligent work.

Reward and gift great work!

Compensate well those that are good at what they do.

Compensation (not just more money) should be things that are valued by the workers. In today's work force an evening out at a restaurant paid for by you the leader is of great value to a worker. Take the time to know what your employees value and give gifts that are appropriate. Nothing will build a great working relationship and increase loyalty like a leader who knows their partners and what they value and like.

Rest and relaxation!

Build fun times and time off events into your work calendar. Your workers need to know that you the leader are aware of what is happening in the workplace. They need to know that you care about their lives and their work environment. A great way to demonstrate that you are watching your workers is to create fun times during the week and month. In today's world there is a plethora of ways to create a fun work environment. A spontaneously planned fun event will relieve stress and make the work place a great place to be. If you have a team of people who are great a meeting deadlines or are excellent at delivering on what you have asked them to do reward them with a fun event during the work day. You may have to plan it, calendar it, and then pull it off, but the return will be huge.

A leader needs to be observant of skilled workers! Who wants to work for someone who never says thank you and never lets their people know how valuable they are.

Skilled workers are always in demand and admired.

The number one reason you need for being observant of good work is the simple fact that good workers are in short supply. The number two reason you need be observant of good work is the fact that it is very costly to replace a trained and qualified worker. The cost for training in time and expenses is tremendous. Once you have invested in training a worker you need to set them up for success.

I remember working summers as a park ranger at a county park. The budget was tight and the city needed to cut back on its temporary employees. My boss refused to let me go even though I was a temp because of the training that he gave. He had spent close to a week training me and getting certified at the beginning of the summer. He had me opening up the park on Saturday's. He had me trained and certified on the county truck so that I could visit outlying camps without supervision. I was the cash box courier from the park to the downtown department. In terms of actual savings I was a minimum wage earner who was doing a great deal more than my job description required of me. I was trained to sand the water slide flumes, use the county tractor and bush hog for mowing grass, and to inspect and repair the playground equipment. As a result of the investment in training he gave me it was more cost effective to keep me for the summer than to replace me. I was let go at the end of the summer, but because of the training I was given I was told if I came home next summer to come by and he would rehire me for almost double. I learned a tremendous lesson that summer. Skilled workers are always in demand and admired.

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Round table: Test your powers of observation!

Define, "Skilled worker". Name someone working with you or in our community that you think is a skilled worker?

Have you ever felt like the job you were doing wasn't appreciated? What did you do? Who is the last person you recognized for good work? When was the last time you said thank you to a worker?

If you had to choose a Most Valuable Employee who would it be? What does their (MVE) trophy look like?
On a scale of 1-10, 10 being the best and 1 being the worst, how fun in your work place? When was your last day off for good work?

