

Effective Ways To Improve Employee Morale

Employees want to learn, grow, contribute, be recognised and work in an environment of trust. From our participation in the Best Workplace Programme by the **Great Place To Work®** Institute we know that a great workplace is based on trust and that trust drives engagement and morale. For a comprehensive guide to the Best Workplace Programme visit www.greatplacetowork.co.uk

From the employee perspective, a great workplace is one where they:

- ✦ **TRUST** the people they work for
- ✦ **Have PRIDE** in what they do
- ✦ **ENJOY** the people they work with

There are many approaches to building trust, pride and enjoyment, here are a few we know to be effective:

Communicate

In an environment that has structure, with goals clearly stated and success clearly defined employees better understand where they fit within an organisation and how their contribution is appreciated. Whether it is upholding company values, addressing performance issues, celebrating success or just passing the time waiting for the kettle to boil people appreciate consistency, transparency, authenticity and fairness in communications. Employees also value working in environments that promote the sharing of information and knowledge, collaborative problem solving and open dialogue.

Challenge

Increasingly, people wish to avoid micro-management, preferring an approach where employees can take ownership of their work and be stimulated by challenging, meaningful employment.

Listen

Employees appreciate being listened to. By failing to ask for their opinion or insight you could miss out on opportunities for improvement – bosses don't have a monopoly on all the good ideas!



Develop

Provide development opportunities through career progression, training or secondments. Provide clarity on career progression by discussing personal and professional aspirations and facilitate opportunities to learn through mentoring and coaching.

Feedback

Sharing regular feedback is an effective way to stay connected with line reports, keep up to speed with project developments, be aware of team workload commitments, identify potential areas of concern and provide support during times of challenge.

Recognise

Provide recognition consistently, based on effort and achievement. This avoids resentment around favouritism but also reinforces one of the greatest employee motivators – feeling appreciated and valued.

Reward

Apart from basic salary, employees can be engaged by performance related bonuses but increasingly they are choosing intangible or non-financial rewards and benefits which suit lifestyle choices and personal commitments.

Flexibility

Technology is revolutionising the way we work, and where we work from, creating opportunities for workers who cannot commit to full-time working in an office environment. Working from home, part-time working, flexi-time and job-share provide working options for talent that would be lost to your business if a traditional 9 – 5 approach was followed.

Celebrate

A social, inter-active employee centred workplace improves morale and so does taking the time out to celebrate success. Personal recognition, volunteering, charity fundraising, team building, sports and social events all enrich the working environment.