



## ODA/Management Review

## Employment Satisfaction

### A NOTE FROM JOEL

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In the New Year it seems correct to look back at the Last, and then move on to the New. In my career, I have seen lots of methods to improve employee morale and satisfaction.

We have tried raising wages, paying bonuses, improving fringes, going on flex hours, reorganizing departments, promoting people, setting up teams, having contests and all kinds of incentives.

But I thought back and reached a surprising conclusion:

The single most reliable way to improve a department is to teach them something new.

A machine for the shop with new controls and process.

A new office device which changes the way a department works.

A review and change of the flow of paperwork as a result.

A new product or system, where we need to help a customer install it.

Obviously, these ideas need study before installation.

Wait!

How about having your team help you with that evaluation?

The enthusiasm you can generate by making changes is priceless.

We talked about Training Programs in previous newsletters, this fits right in with that approach.

Studies show that simply making a change is helpful but harnessing the brains of your employees and pulling together to make improvements, now you have something!

And do not forget to let your team measure the improvements.

Regards,

*Joel*