

## 10 TIPS FOR A HAPPIER WORKFORCE

*These tips are of minimal or zero cost but could make a difference to morale in your small business or in a team/department in a larger organisation.*

1. **Spend time on induction and making people feel welcome.** It is a well known fact that the first few weeks in a new job can be critical as to whether someone stays with you or not. Having spent a lot of time and money on recruiting new employees, you need to protect your investment and retain them.
2. **If possible operate flexi-time and encourage a spirit of 'give and take.'** At times, we all need to attend to personal matters during working time. An employee will be more focused on their work once they have dealt with their personal priorities such as the gasman's visit. Lost time can be made up without having to sacrifice holiday entitlement or resorting to statutory rights.
3. Similarly, you **need to establish ground rules for other activities** e.g. non-urgent telephone calls and emails need to be dealt with at lunch or other break times.
4. **Reward additional effort with little rewards that will not cost you a great deal** but will be appreciated by those receiving them. Allow people to go early or come in late to make up for extra time worked to complete a deadline or specific task; give a social 'thank you' such as a lunch; drinks or dinner after work, a theatre visit or perhaps a seasonal gift such as Easter eggs or at Christmastime a party or gift for employees' children. Try to acknowledge spouses and partners who at times may be neglected through work.
5. **Rewards do not have to be costly** - a certificate recognising an employee's contribution to a successful project or a personal letter of thanks can also be meaningful. Depending on your culture, **'employee' or 'team of the month'**, may be worth considering or a mention in the organisation's newsletter or magazine.
6. **Make people feel special and not just taken for granted** - it is the little things that count - saying good morning; smiling and acknowledging people; remembering birthdays; chatting in the corridor or at the coffee machine/in the kitchen and so on.
7. **Keep the environment clean and tidy and pleasant to work in** - not only is this good for health & safety, but people will feel that they are cared for too and want to come to work. Potted plants not only improve the décor but are good for the atmosphere.
8. **Encourage people to go and see each other and talk 'face to face'** rather than emailing all the time - do the same yourself. Agree policy guidelines with staff.
9. **Be seen as firm but fair.** If you have to part company with someone, wherever possible, do so on good terms. Do not 'bad mouth' other employees, it may backfire on you or cause other staff to lose trust and think it could happen to them.
10. Finally, understand **that no employee will be quite as passionate about your business as you are**, although they may be very passionate about their own area of expertise - **it is important to recognise and reward excellence and passion.**

*(See also [10 Tips for Dealing Successfully with People at Work](#); [10 Tips for Recruiting Successfully](#) and [10 Tips for Avoiding Employment Tribunals](#))*

