

## Ernst Enterprises Newsletter



### **DO YOU KNOW WHAT YOUR EMPLOYEES ARE SAYING?**

**You should. They have great (\$) ideas.**

I was conducting a focus group for a client's hourly employees and I heard comments that, frankly, I've heard before. As I listened to the employees, I felt their pain and frustration at wanting to do a good job but not being listened to by management:

"They (management) need to solve problems and stop the blame game"

"Don't try new ideas because that's the way we've always done it"

"Who is my boss?"

"Management needs to stop fighting among themselves"

"Management complains about the customers"

"We start a new quality improvement program (i.e. Six Sigma, Kaizen) and then we stop following it"

"I know what's expected of me, but does anyone see that I do it?"

I write and speak to management groups about how to drive productivity through employee engagement, and when I conduct employee surveys or focus groups I hear how the lack of management effectiveness and consistency drive the workers crazy and contribute to confusion and inefficiency.

Do you know (*really know*) what your employees think about how you are running your business?

Are you hearing about the productivity and efficiency wasting activity robbing your business of margin, particularly during these times of lower revenue? Are you getting the ideas and suggestions for savings and efficiency that your employees have, or are those ideas and suggestions lost?

***The employees in the example above had three solid ideas for improving productivity with little or no cost to implement.*** How many do your employees have?

**DON'T ASSUME BECAUSE YOU HAVE AN "OPEN DOOR" POLICY, EMPLOYEES ARE COMING TO YOU WITH IDEAS OR SUGGESTIONS**

Unfortunately, an employee's idea or suggestion may identify an area of management inefficiency or poor collaboration, and as a result the suggesting employee is fearful of being "punished" or retaliated against for having brought up something that may be viewed as a criticism.

In a mid-sized company, management is often the last group to receive professional development, yet their management skills are what is most required to effectively and efficiently manage the workforce. This skill deficiency can create significant frustration and inefficiency within the workforce.

**THERE IS AN ENORMOUS RESERVOIR OF CREATIVITY, IDEAS AND ENERGY WITHIN YOUR EMPLOYEE GROUP.**

Are you tapping that reservoir? Do you know how to tap that reservoir? Do you know the barriers to releasing the collective energy, creativity, and passion your employees have?

In these tough economic times the business owners who can focus the collective energy of all the employees on achieving goals will grow and prosper at the expense of those companies who do not.

We at Ernst Enterprises are expert at helping you identify and capture the energy and release the pent-up frustration. To find out how, call Mark Ernst at Ernst Enterprises, LLC at 847/438-8977 or visit us on the web at [www.eellc.us](http://www.eellc.us). Mention this article and receive a complimentary 90-minute informational/assessment meeting.

Sincerely,

*Mark*

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Ernst Enterprises, LLC

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