

Encourage Input to Keep Good Employees

Employees who feel appreciated and involved in developing work policies and procedures that affect them show a boost in morale and productivity. Studies show that employees rank interesting work, recognition of their contributions and accomplishments, and feeling “in on things” as the three most important factors of their jobs. These three factors rank even more important than wages and job security. If employees feel they are involved in the decision making process, they are more likely to stay motivated.

Employee involvement also leads to a higher rate of employee retention, greater employee creativity, and reduced waste. Since your employees know more about their job than anyone else, they are often the best source to spot changes that could make your community more efficient.

Get your employees involved by getting their suggestions on community improvements and even on their own tasks that will move toward improving efficiency. Here are a few suggestions to get you started:

Set Community Goals

Inform employees of your goals for efficiency and productivity. Make them feel like an integral part of the community, so that they are motivated to generate ideas. Listen to your employees and discuss their suggestions.

Encourage Input

Acknowledge that your employee’s involvement is critical to the success of the community. Explain how their success depends on the continued improvement in efficiency and productivity. Let them know they are more familiar with what they need to do their best job than anyone else.

Request Employee Ideas

You can’t stress enough how important it is that you want their ideas on how they can do their jobs better. They are also the first ones to ask if their work environment could be improved.

Outline How to Give Suggestions

First make it as easy as possible. You can use a simple memo asking specific questions, then leave room for them to provide a written answer. Asking specific questions that keeps them focused on efficiency and productivity. This also prevents employees from using the memo as a source to only complain. Instead, they are focused on solutions for specific problems.

If you think an employee would not be comfortable writing their answers, give them another option. At any time their supervisor should be available to meet and share their ideas. Or if you don’t think an employee would be comfortable suggesting to their supervisor how they could do something better, then make someone available to them in a higher management position.

Unless you acknowledge and also act on their ideas, your employees will lose interest in participating in community involvement activities. How you respond will tell them how much you value their ideas and their level of importance in your decision making process. You should also acknowledge people who make valuable suggestions. Make someone responsible for tracking and follow up on ideas and suggestions.

You need to provide feedback to your employees in a format that lists some of the ideas you have received and any action you’ve taken to implement them.

Efforts to involve employees in improving efficiency and productivity should be a continuous process in order to be successful. Asking for their suggestions should be your first step. Keep reaching out to your employees on a regular basis to get their input.

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Midwest Management and The National Association of Housing Cooperatives Hosts Registered Cooperative Manager Designation Program

Midwest Management Company knows the importance of training and higher education. The National Association of Housing Cooperatives (NAHC) recognizes the important contribution of cooperative managers and created the Registered Cooperative Manager (RCM) designation program.

The RCM designation is awarded to managers who meet the RCM standards of excellence, understanding, and achievement in the area of cooperative housing management. Midwest Management congratulates the following team members on earning the RCM designation: Kathy Wayman, New Horizon Village Cooperative; Pam Colestock, Colonial Townhouses Cooperative; Connie Grimshaw, Bramblewood Cooperative; Phyllis VanDeMoortel, Coronado Gardens Cooperative; Larry Lyon, Village Townhouses Cooperative; Keith Lance, Colonial Village Cooperative; Mark Robert, Highlands Cooperative; Mishael Walsh, Midwest Management.



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