



Nick Bishop Solutions

What is a “Great place to work”?

Are we talking salary and OTE, Pension scheme and other perks...Or where people love coming to work?



It's very easy for employers to claim to offer a “Great place to work”, but what does that really mean? Are we talking remuneration or a place where people feel truly valued, empowered and enjoy creating an atmosphere which is conducive to each and everyone's shared success? Chat and laughs.

And who is responsible for that?

While visiting Bristol recently, I wandered through a food market at lunch time. Tremendous fun, and while all had customers...One place stood out. The queue was large. The customers seemed happy waiting and were exchanging chat and laughter! I spoke with the owner whose picture is above. No wonder both staff and customers were happy...The atmosphere was electric. Reminiscent of [Pike Place fish market in Seattle](#). A place that I have mentioned before!

While there is an acceptance that employers provide the surrounds and a culture where people will enjoy coming to work, everyone has a part to play.

Talking with my son recently where his calls are recorded and feedback provided, his Manager had come up with a fun idea. The team members were drawn against one another in a quasi-cup competition. In each tie, the person with the best score won and moved to the next round. The overall winner won a day off!

I have seen businesses where the staff have introduced a tombola theme to reward customer commendations.

There is a lot that can be done, and without major expense. One person once told me that his Manager saying **“You did a tremendous job...Very well done”** meant more than his commissions!

Valuing someone and truly offering a “Great place to work”, may be easier than you think!

“To win in the marketplace you must first win in the workplace.”

Doug Conant, CEO of Campbell's