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Seemingly trivial events can have a massive impact on staff morale

In terms of costs, staff salaries are a significant part of any business overheads. We talk about efficiencies, productivity, yet some things can really undermine staff morale!



Leaders have a duty to inspire and develop their teams. They must never forget the impact that words can have...Well meant, well delivered...The arm on the shoulder, a quiet "Thanks for doing that, it made a big difference, it's very much appreciated...But equally the reverse. Promises that fail to deliver.

Talking to a pal of mine recently, his boss had asked him to put together a revised salary package, something that rewarded him for delivering above target income/profit to the business. This was done, and a well thought out proposal was delivered within 48 hours.

Three months later, nothing had moved. The Senior Manger concerned would say "I have not forgotten", I will get back to you". Now that may be true but the whole moment was long gone. The promise while not perhaps fully broken yet, looks more like a once fresh carrot that has now shown definite signs of going off or rotting.

Values, sincerity, integrity combined with trust that your teams believe in are so important in gaining the "buy in" from all...What will happen the next time that you need them to go the extra mile?

When I had a senior role in business, one of the meetings that I would never (except for extreme circumstances) cancel were my own Managers 121 meeting. To do otherwise means "you are not important to me".

Demonstrate to your teams that you recognise the immense contribution and how much you value them. Anything less or a broken promise will significantly undermine their trust in you.

And remember..."Always act on your commitments and promises"

**Don't talk but act...Don't say but demonstrate
Never promise what you can't deliver**