



TIP OF THE WEEK

April 10, 2007

No one likes to feel taken for granted. When we survey and speak to employees, the greatest area of dissatisfaction comes from too few pats on the back. Even though I understand how easy it is to feel swamped, a compliment takes almost no time and can have a huge cumulative return in morale and even productivity. I've also noticed that simple "please" and "thank-you's" seem to have diminished. Not just at work, but in the grocery store, at the airport and in line at the movies.

A couple of times each week take a thank-you tour through your office or plant. "Hey Jim, I get a lot of compliments on how you answer the phone. Thanks and keep up the good work." Or, "Thanks Beth, for staying late to finish that document. It was a big help."

Hey, they're supposed to do a good job – that's what we pay them for. Are you telling me we have to thank them too? The answer is YES, because they, like most of us, are humans. It costs nothing - not only will they feel good, you will to.

And thank you for listening.

Good luck. Work **ON** your business. Stay in touch.

51 HOLLAND
AVENUE
WESTFIELD
MASS
01085-3730

The Markens Group

Ben Markens