

# INSPIRE

## On Leadership

Spring 2018

### This is what it's come to?

Today I was talking to yet another executive whose manufacturing company is struggling with turnover issues. He reported 100% churn at the front line for this company. The topic of our conversation related to support for front line leads and supervisors. I shared some examples with this executive related to how we have made a difference in an employee's desire to STAY....rather than CHURN...by equipping leaders to **improve the employee experience.**

Before I share these simple examples, let me set the stage just a bit:

- > Today's frontline workforce is in the driver's seat. Employers need these people more than these people need any particular employer.
- > Organizations today are rallied around the importance of engagement. Employees WANT to be engaged. A key factor of engagement is fulfillment. If an employee does not feel fulfilled, they will not be engaged.
- > Turnover in manufacturing companies, in particular, would suggest that employees are not fulfilled in their places of employment. If they are not fulfilled, they are likely not engaged. If they are not engaged, they will likely not stay for long.

What can your front line leaders do about this? A couple of simple things can make a difference:

- > When a new employee arrives at work on their first day, your leads and supervisors can say the words, "Welcome! It's great to have you here and on our team. I look forward to working with you." You've just increased the length of their tenure.
- > During the first week, leads and supervisors can acknowledge employees who come to work and who come to work on time. On day two or three, they might make a passing comment, "I want to thank you. Surprisingly, we are not always fortunate enough to have employees who come to work and who come to work on time. I've noticed for two days in a row, you're here and you've been on time. It may be a simple thing, but I appreciate it. Thank you." You've just increased the likelihood that this employee will repeat this behavior.....and also that this employee feels noticed and appreciated."

Two simple examples. This executive replied "This is what it's come to?" Yes, unless what you've always done is working for you.

*Aleta Norris provides an ongoing column on developing better leadership skills. She is a leadership expert and Principal at Living as a Leader LLC.*

