

Employee Disappointments, It's Not Their Fault

by George Scott

"I love my job. I hate the work environment." is being heard in way-too-many situations.

Broken Promises: One of the most common broken promises is the failure to conduct periodic performance reviews. Everyone likes to know if the boss is happy with how they do what they do.

A past client had an initial objective of having quarterly reviews. When the day arrived for the conversations, the boss always had a reason for them not to occur. The disgruntled employees experienced emotional buildup and subsequent letdown – which negatively affected their productivity.

Being Micromanaged: Micromanaging is a sign of weak leadership skills. Quite often, due to bad communications and a lack of proper training, the boss doesn't trust the employees' capabilities. In other words, the boss is trying to cover up his/her shortcomings.

Accordingly, President of DS Employment Services Daniel Shinaver recommends *"Empower your people, and watch their inspired results soar in return."*

Favoritism: For whatever reason an employer gives an employee preferential treatment, the employer is sowing seeds of resentment with all other employees.

No Training: Everyone likes to grow in knowledge and responsibility. Wise business owners will provide meaningful training that helps each employee along their respective career paths.

If you feel that you are not the best trainer around, hire or retain someone who is.

Lack of Respect: Condescension is often a component of a lack of respect. True, you are the boss. But a wise employer will value the contribution of each employee to the overall success of the business.

To do otherwise is shooting yourself in the foot by creating a hostile work environment.

Inequitable compensation: Employees talk ... often about their pay ... even though they're not supposed to.

If two employees doing essentially the same job have substantially different pay levels with no logical and/or legal justification for the difference, it's only a matter of time before the lower paid employee's dissatisfaction becomes toxic.

Thus, compensation parameters must be written and effectively communicated. That includes baseline compensation as well as opportunities for bonuses and commissions.

Bad Communications: The tone of what's said and the subtle communications of body language will contribute to the following statement:

"The message sent is not always the message received."

The wrong message received can lead to a waste of time, money, and effort. Wise employers carefully choose their words and actions.

Unreasonable Demands: Certain actions take a certain amount of time. For example, a ten-pound turkey cannot be thoroughly cooked in ten minutes.

Whether you're a manufacturer or service provider, a reasonable amount of time must be allowed for each action's high-quality completion.

These are just a few of the most common employee disappointments. There are others.

In summary, Daniel Shinaver states *"True leadership emanates sincerity, fairness, and respect."* I completely agree.

When you take steps to prevent and/or eliminate employee disappointments, you will sleep better at night ... and so will they.

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