



LAKE COUNTY EMPLOYEES ASSOCIATION

In consideration of Lake County Employee Association support to the County of Lake's philosophy for acknowledging an organizations most important resource, its employees.

Please find the following excerpt , *"Loyal Employees are Assets – Not Liabilities!"* published by Brigitte Hyacinth on February 13, 2018, helpful in your efforts to making the County of Lake the best to work and live.

"Employees spend half of their lives at work. It should at least be a pleasant experience. When employees are treated unfairly and as "second class citizens", it results in decreased employee morale. Low morale results in decreased employee productivity. Moreover, dissatisfied employees will share their negative work experiences with family and friends thus turning away potential customers and employees.

The employee experience is influenced by three factors:

1. The physical environment in which an employee works.
2. The support and tools an employer provides.
3. How an employer takes an interest in the well-being and success of employees.

How can you ensure you're treating employees as your most loyal customers:

Engage them in this conversation. No one knows how to upgrade the employee experience better than your employees themselves. Ask them what they love about working in the company and what they would want you to do differently to reduce frustrations and improve work conditions. Listening is crucial.

Involve Employees in decisions. Grant them autonomy and flexibility. Show you trust them to do the job you hired them for. Employees want to know their voices are being heard and their opinions matter. Consistent communication and a culture that welcomes feedback, keeps employees from feeling that they're kept in the dark. Employees who are involved in any aspect of the company feel ownership.

Be Authentic. The driving force behind everything you do should be to create an atmosphere where everyone feels like they belong. With a strong purpose, employees can easily see why leaders are doing what they are doing. Take action. Observe closely. Refine systems, policies, and practices to honor employees. When people see you are sincere, you will get employee buy-in and win their trust.

Furthermore, show employees that you sincerely care about their well-being. Employees want to be treated as human beings. They have feelings, emotions and personal lives. When employees are facing personal issues (illness, family crisis, bereavement) - be empathetic. Inflexibility and insensitivity will cause employees to withdraw and become disengaged.

When employees are consistently treated with **trust, dignity, and respect**, they respond by giving their best. They care about the business, their colleagues and their customers. Employees demonstrate that care by serving customers wholeheartedly, solving problems quickly, and working cooperatively. If you want to get the best from your employees - Treat them like your most loyal customers!"