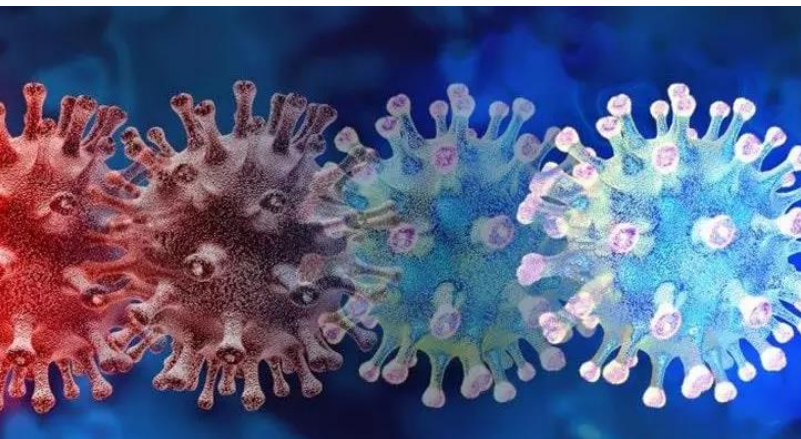# 5 Tips to Avoid Employee Surprises

Sarah Schillerstrom
Assistant Village Manager

Village of Glenview

#1 Grant Empathy

Avoid someone losing their $#*%

#2 Support Employees

Avoid employees from resigning
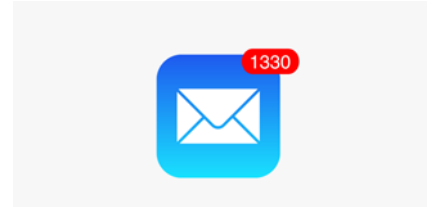
#3 Respond vs. React

Avoid silencing your team

self-a·ware·ness

noun

conscious knowledge of one's own character, feelings, motives, and desires.

Whatever the present moment contains, accept it as if you had chosen it.

ECKHART TOLLE

GRACIOUSQUOTES.COM

3 SEC

HOW TO GET GROUNDED

DESCRIBE 5 THINGS YOU CAN SEE

NAME 4 THINGS YOU CAN FEEL

NAME 3 THINGS YOU CAN HEAR

NAME 2 THINGS YOU CAN SMELL

NAME 1 GOOD THING ABOUT YOURSELF

@SHINETEXT

TEAM EGO

© dreamstime.com   ID 143595789 © Prazis
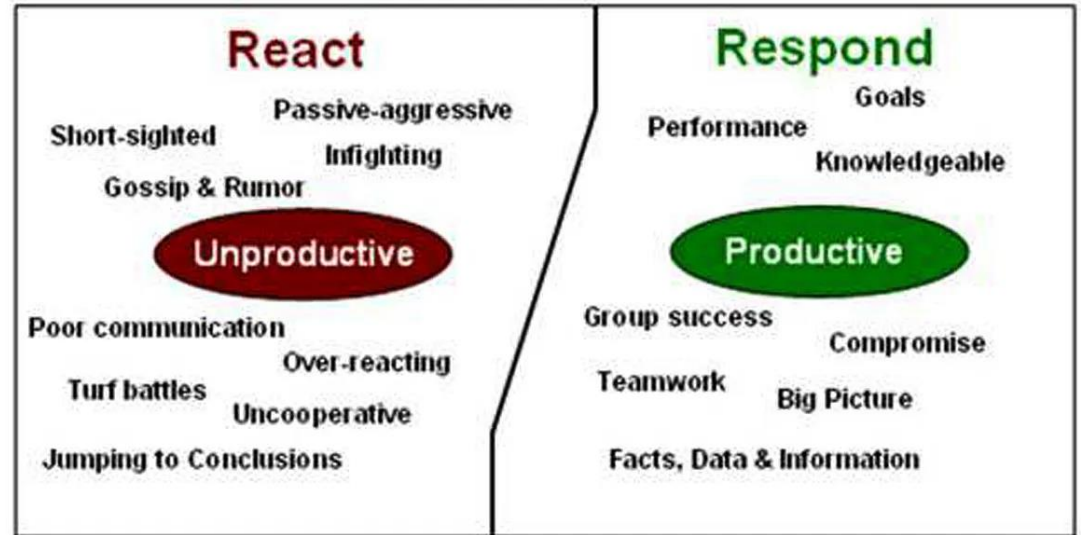
#4 Actively Communicate

Avoid (or minimize) frustration, complaints, and criticism

We know that communication is a problem, but the company is not going to discuss it with the employees.

your ecards
someecards.com

"The single biggest problem in communication is the illusion that it has taken place."

someecards
user card

YES...
DOING YOUR JOB IS
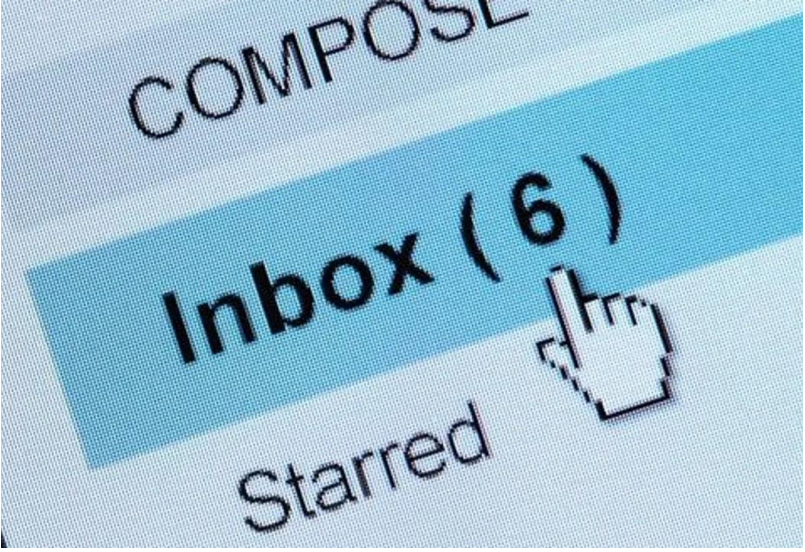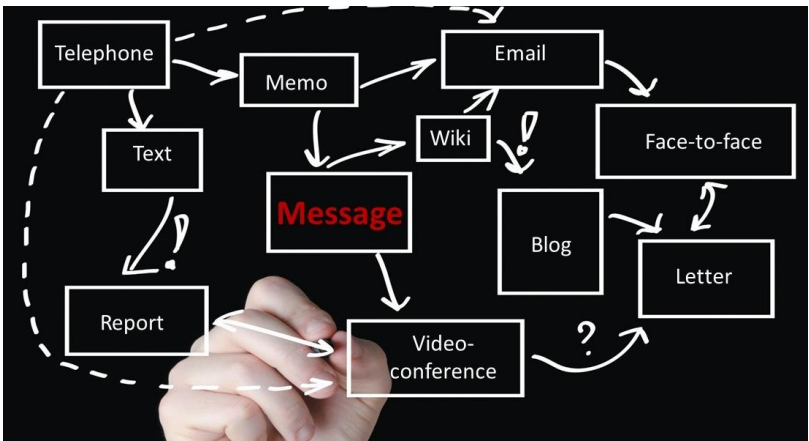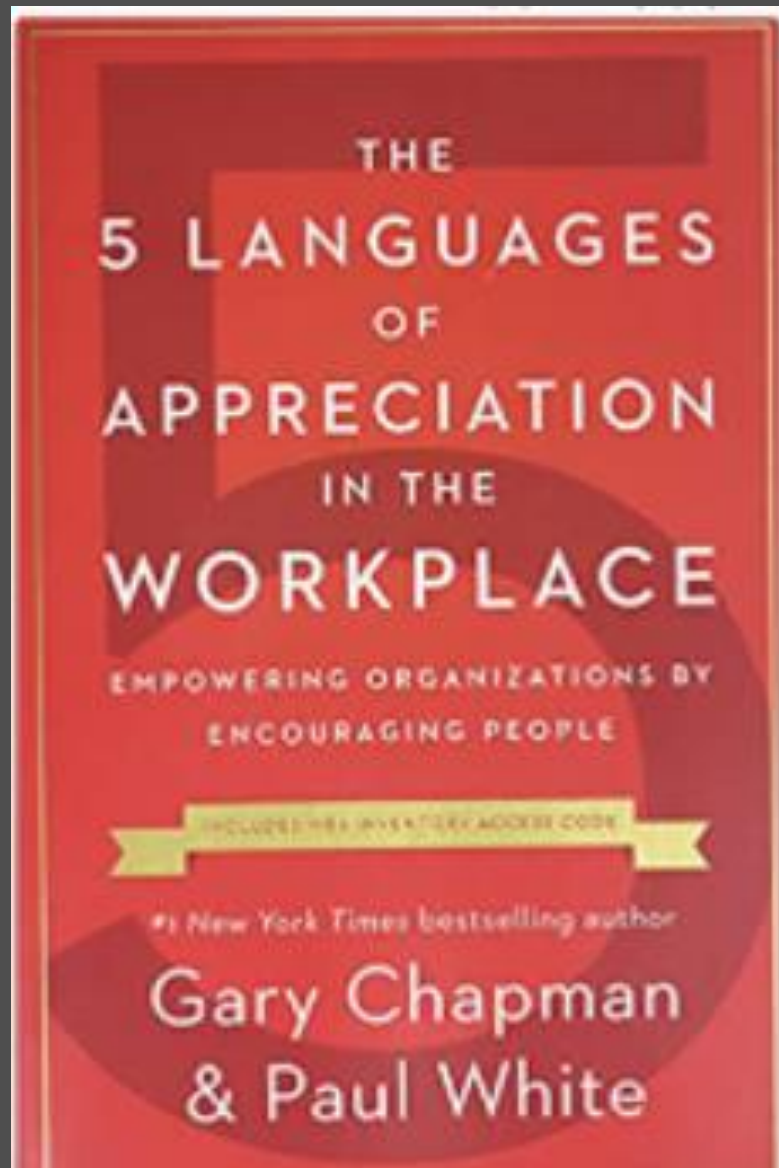PART OF YOUR JOB

#5 Show Appreciation

Avoid employees from feeling exploited and undervalued

THE 5 LANGUAGES OF APPRECIATION IN THE WORKPLACE

EMPOWERING ORGANIZATIONS BY ENCOURAGING PEOPLE

#1 *New York Times* bestselling author

Gary Chapman & Paul White

Quality Time: focused and undivided attention, one-on-one time, meaningful activities

Gifts: tangible symbols that show thoughtfulness and effort

Words of Affirmation: verbal compliments that reflect love or appreciation
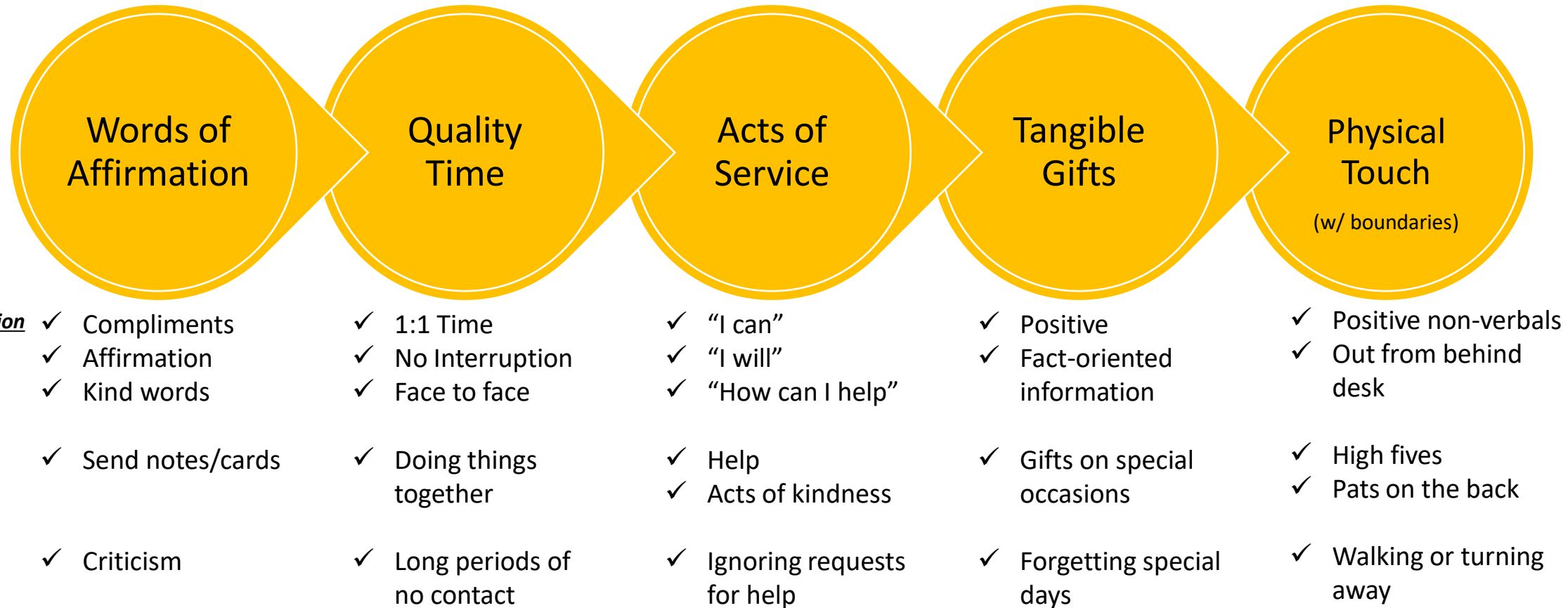
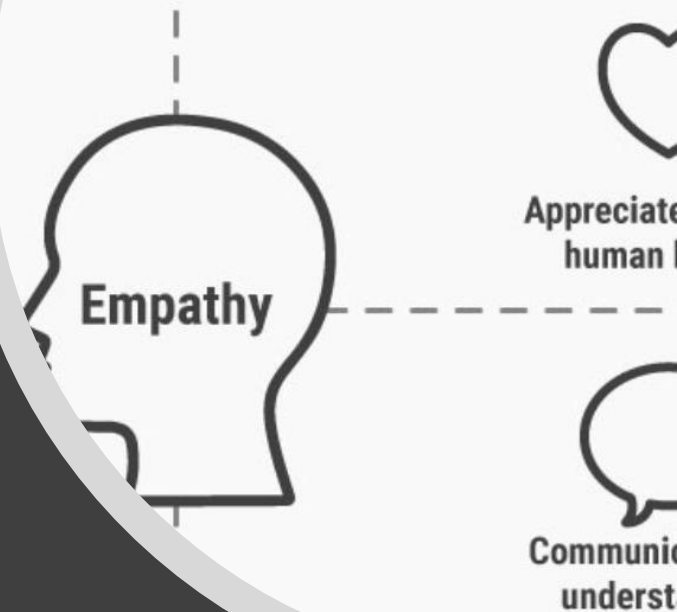**Physical Touch:** non-intimate touch or body language that reinforces a sense of presence

Acts of Service: acts that ease burden of responsibility

5 Languages of Appreciation

Words of Affirmation	Quality Time	Acts of Service	Tangible Gifts	Physical Touch (w/ boundaries)

Communication

✓ Compliments ✓ Affirmation ✓ Kind words	✓ 1:1 Time ✓ No Interruption ✓ Face to face	✓ "I can" ✓ "I will" ✓ "How can I help"	✓ Positive ✓ Fact-oriented information	✓ Positive non-verbals ✓ Out from behind desk

Actions

✓ Send notes/cards	✓ Doing things together	✓ Help ✓ Acts of kindness	✓ Gifts on special occasions	✓ High fives ✓ Pats on the back

Avoid

✓ Criticism	✓ Long periods of no contact	✓ Ignoring requests for help	✓ Forgetting special days	✓ Walking or turning away

- 89% of managers <u>believe</u> employees leave for more money, while only 11% of managers <u>believe</u> employees leave for other reasons.

- 12% of employees reported leaving for more money, while 88% of employees state they leave for reasons other than money.

- ***Most often leaving for more psychological reasons – such as not feeling trusted or valued.***

Review and Conclusion