

[The HR Manifesto For Employee Retention](#)



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Building a Positive Employer-Employee Relationship:

If you are an employer, chances are that you are aware that employer-employee relationships are essential for a well-run business. Although you may have this awareness, it may just stop there. Having an awareness is wonderful, but having a policy and procedure in place to continue to build upon that awareness is absolutely necessary.

There are several tips to use in order to incorporate a positive employer-employee relationship in the workplace based on a positive foundation.

Give and Take;

In order for any relationship to be positive, there has to be some give and take. While you may need to put a little more pressure on an employee during a deadline, it is also a good idea to reciprocate after that deadline is successfully met.

Perhaps a quick lunch outside the office is all it will take to let an employee know that you regard him or her in a positive light. This will most likely give them the incentive to want to perform even more efficiently in the future.

Be an Active Listener;

If you are available to listen to your employees, even if it is only 15 minutes of your time, this will show him or her that you are interested in his or her opinion. When you brush your employees aside and later never comes, it gives the impression that you are uninterested and unconcerned. The most successful employers always listen and acknowledge their employees.

Active listening is when you listen to what someone is 'not saying' as opposed to all that they 'are saying'. Sometimes listening for the underlying message is all it takes to come to a reasonable and equitable solution.

Take an Interest;

Employees are not just moneymaking machines or worker bees. They are human beings that have real families and real life issues as well. When you take an active interest and inquire as to how they or their families are, you give them a reason to take an interest in 'your company' as well.

An employee will feel nourished when an employer takes the time out to inquire about them as human beings. Be sincere and brief in your inquires so as to make an employee understand you are genuinely interested, but not prying. Remembering that generally, they do look 'up' to you.

Make Time for Your Employees;

Whether it is to listen to a gripe or spend some down time on a company picnic, barbecue or company event, taking and making time for your employees is very important. When you take time out to listen to a gripe and make an effort to come to some kind of reasonable solution, your employee let's off much-needed negative stress.

A positive employee is a positive business.



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Effective Ways to Help Employees Deal with Work Related Stress:

Possibly, only a handful of companies worldwide have employees with little or no stress. Having stress on the job is commonplace and expected. There are many different personalities along with just as many job responsibilities and pressures in a workplace environment.

Sometimes, however, these different personalities do not see eye to eye and the pressure of deadlines and job responsibilities on top of that will add up to work-related stress.

There are ways, however, to effectively deal with work related stress from both an employee and an employer perspective.

From an employer-based point of view, you can offer your employees various ways to deal with stress.

Environment – As an employer or business owner, you get to choose the décor and furnishings of the office environment your employees use every day. Having an office environment with comfortable furniture, perhaps even ergonomic furnishings and soothing décor is a wise choice indeed. (Asking your employees for their input though would be 'invaluable' further down the line.)

Soft uplifting colours, for example, pale yellow, will work wonders to keep employees alert and calm throughout his or her day. Paintings of landscapes offering views of different seasons will always give a lift to anyone looking at them. Large plants throughout the office also help to clean up the air they breathe.

An Open Door Policy;

When you offer your employees an open door, you offer them a way to let off steam and express themselves. The sooner you allow them to express themselves, the sooner they can go about their business, which ultimately is your business.

Sometimes you may not have an immediate solution or advice for your employee, but you can simply be a listener for that individual. Sometimes just being heard is all it takes and it is good to demonstrate that you do have listening skills.

Programs and Seminars

It is important to take an interest in employees' well-being at all times. Offering seminars and programs in the department of health, nutrition, and overall well-being gives your employee an opportunity to heal what ails them. It also shows that you

genuinely care and are concerned for their well-being. Some companies successfully employ the services of an Indian-Head-Massage practitioner for example, which has been shown to be extremely successful in lowering stress in the workplace and producing a more positive atmosphere.

Offering different types of programs and having speakers come to speak on subjects of yoga, exercise, and healthy food choices gives an employee knowledge on how to cope with stress on their own and the opportunity to take personal responsibility for their own healthy well-being.

No-one really wants to be visiting their GP regularly, do they?

When you take an interest in the well-being of your employees' it will reflect in your workplace atmosphere. This is a win/win situation all the way around.

Offering your employee the opportunity to learn techniques and tactics to de-stress on his or her own offers you the opportunity to have a healthier, happier employee who will appreciate your concerns for their happiness. Also, Banter between employees should never be discouraged as it helps them to bond more effectively (as long as the banter isn't taken too far of course ;-)

How Positive Employee Relations Directly Affect Business:

Having employees can be similar to having a family. There is a lot of time spent together, plenty of personalities, and everyone has a job to do. A well-run business is like a well-run family – both have an impact on the success and the outcome.

Whether your employees have a positive or negative demeanour will most definitely impact your bottom line. There are many benefits for you to ensure that you have happy, healthy employees.

The Power of a Positive Attitude;

You may have some employees that are in the back office while others sit at a front desk for example. Regardless of where your employee is situated, front, or back of shop/office/workplace, a negative attitude has a trickle-down effect.

If an employee at the back end of the business is bitter or upset, his or her job is more than likely to suffer. That negativity will eventually seep into other areas of the company. If production is falling short on enthusiasm, you can bet that sales will feel the impact.

Therefore, it is important for you as an employer to hold regular meetings with managers or foremen of each department/division. Be sure that each department/division head is on board with the happiness and health of its employees. This will equate to a productive business model all the way around.

You may have an employee on the other hand that meets and greets your potential clients. If that employee is disgruntled, you are almost 'guaranteed' to create a bad impression on behalf of the entire organization. It is essential that all of your employees are happy - and heard.

From a sales point of view, it can be difficult at times coming up with new and creative ideas. It may also be difficult to work on a commission basis. It is imperative that sales associates have positive mindsets and are resilient enough to go with the flow. Calling-Out under performers will create a very negative atmosphere of fear all round. This will have a direct impact on future sales.

The Bottom Line;

If you have employees from the back end of the business up to reception and with sales in between that are content, then your bottom line will undoubtedly reflect that, as well. If you think about it for a moment, the majority of your employee's time is spent working 'in' and 'for' your company. If employees are discontent, then this will have a direct impact on your bottom line.

How to be Productive Throughout Your Day:

Most individuals wake up in the morning tired before they even begin their day. It's difficult enough to get everyone out of the house and ready for the day sometimes. There are occasions when getting ready for the day is almost as much work as the day itself.

In addition, then having to think about being productive after the morning rush - it's another scenario all-together.

However, there are ways to incorporate a little bit more productivity into the day. All it takes is a little planning and a little practice.

Be a Pre-Planner;

A little pre-planning and you are off and running for the day. Although you may feel tired at the end of a long day to even 'think' about planning for the next day, pre-planning is an excellent idea.

If you take five minutes to make a container of left-overs for lunch the next day, you

will have saved valuable morning crunch time. Picking out your clothes the night before is also another excellent way to create more time for your day.

Another tip for being more productive throughout the day is to check the weather the night before as you will be surprised at how finding your rain boots and umbrella the night before adds up to precious minutes saved.

Plus! - Rainy days always increase traffic congestion which will in turn make you late for work if not anticipated beforehand.

Eat Right and Sleep Tight;

In order to have a more productive day, you need to have a restful night. Eating light and healthy meals close to bedtime, practicing some relaxation rituals, and getting a good night's sleep are all integral components of being more productive throughout your day.

When you are well rested, you have more energy and your memory is better as well. When you remember more, you work easier and faster.

Take a Break;

It is essential to take a break in the workplace once in a while. Sometimes time away from your desk or your office is time well spent. Going outside for a breath of fresh air, a cup of tea, or even just some sunshine breaks up the monotony of the day and gives you a fresh perspective on the rest of the day ahead.

Rely on Technology;

Of course, you have to rely on technology, as well. There is an app for just about anything you need to know and remember. Use your cell phone to file away important documents, set reminders, and add meetings to your calendar.

Stay in touch with family members as well, since things can change with the family throughout the day. A quick text about picking up the kids from soccer practice can really save the day. Being organized is never easier than it is with today's technology.

How to Ensure Everyone is Pulling Their Own Weight:

As an office manager or business owner, you are undoubtedly busy. There are the every day tasks of managing an office or overseeing a business and then there are the unexpected surprises. Overdue deadlines, inventory issues, production problems are all an additional part of your everyday office life. Keeping up with whether or not employees are performing up to par is whole other category.

There are ways to ensure that everyone is pulling his or her own weight, but this takes being intentional and following through, as well.

Meetings, Meetings, and More Meetings;

It is more than important to have frequent meetings with the employees. These meetings do not have to be lengthy. As a matter of fact, having brief meetings kept to 15 or 20 minutes will enable you to get your point across, check in, and let everyone know that you are holding everyone to a code of integrity.

If you are going to be absent from the comings and goings of the workplace, chances are - employees will receive the 'subliminal message' that you 'do not care'. This may cause your employees to adapt a similar feeling. However, having frequent meetings may alleviate this issue.

Let Your Employees Know about Accountability;

Having a conversation about accountability with your employees is the first step. Let your employees know that there is a job to do and that you will be checking in from time to time.

Also, offer your employees the benefit of an accountability partner. With an accountability partner, your employees will feel more inclined to get his or her tasks done in a timely manner. When an accountability partner is assigned to a specific employee for a specific project, success in completing that project will more than likely follow.

Employees knowing that they have to answer to someone may make the difference between a deadline that is met, as to one that is overdue.

Offer a Calendar with Due Dates;

Set up a website that has a 'home base' that shows each individual employee's duties, tasks, and responsibilities and assign deadlines to each. It is amazing how much more progress you will make when deadlines are assigned.

When any individual knows there is a specific and accountable deadline, progress in meeting and exceeding those deadlines is sure to follow.

By setting policies and procedures in place, and by using tools and techniques, ensuring everyone is pulling his or her own weight will follow easily.



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How to Lead by Example:

Have you ever noticed an individual who just simply commands attention or, better yet, one who can persuade anyone to do what he or she may ask? Some individuals are just born to be natural leaders while others struggle seriously in this department.

If you find that you are one of those who struggle, it doesn't have to be that way all of the time. There are tips and techniques you can learn to incorporate leadership into your persona.

Encourage Group Participation;

An effective leader is only as good as the employees who follow. If you take the position of leadership as one of doing it all yourself, you will more than likely not succeed. Being an effective leader means encouraging your group to offer their input as well as their insights.

If you take on an approach of - 'my way or the highway' - don't be surprised when everyone heads for the door.

Make certain that when you offer your views and opinions, you are open to the views and opinions of others. Be open to new ideas and you will start to see the bright sparks flow amongst your group.

Be a Positive Force;

If you are in the habit of being negative and stressed, then chances are the people in your group will follow suit. Being a 'positive force' entails carrying a cheerful and optimistic attitude along with feeling motivated. If you are not those things for yourself, you cannot expect others to be those things for you either.

Approaching others with an amicable and charismatic demeanour is essential to have others recreate your actions, as well.

Be More Charismatic;

When you become more charismatic, it does not mean that you are falsely charming. There are several character traits you can practice to become more charismatic:

- * Be a good listener

- * Evoke deep emotions

* Be an excellent communicator

* Instill a sense of integrity into your leadership

By practicing these skills in your daily life, you can then easily transform them to your business world. Being charismatic means you can inspire, encourage, and motivate your followers.

Do not be Afraid to get into the Trenches;

Leading by example means that you are not afraid to get your hands dirty or your feet wet. Going into the trenches and getting things done shows a sign of integrity. When your employees see this trait in you, they will surely want to model it for themselves.



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How to Raise Your Employee's Spirits:

Any intelligent employer knows that when morale is high, profits are even higher. When employees are happy, the whole company – all the cogs and wheels – run smoothly. It is so easy to be caught up in the day-to-day business of, well, doing business that an employer or office manager simply does not have the time to spend on soothing employee's spirits.

However, it stands to reason, if an employee's spirits are uplifted then 'that business' will run much smoother. Here are a few tips to help with the process of raising your employee's spirits to make it go a little bit smoother.

A Little Recognition Goes a Long Way;

If you have an employee that works harder than most – the kind that comes in before everyone else and leaves after everyone else – then it's necessary and vital to acknowledge that employee.

When you acknowledge your employee for their dedication, that employee will most certainly feel as though they are appreciated and that their efforts are not lost or wasted.

Not only will the employee feel appreciated, you will see that this particular employee will want to do more.

Wanting to do more will equate to a more successful business.

Be a Leader;

If you want your employees to be enthusiastic and motivated, then you have to exude those qualities. You cannot expect your employees to be motivated, if you are not motivated yourself.

Lead your employees by adopting a cheerful disposition as you work diligently to get work done. Show them that you are willing to roll up your sleeves and get the job done no matter the cost.

Chances are that your employees will be more than happy to join you in your efforts. Lead by example.

Communication is Integral;

When it comes to raising your employee's morale, communication is key. It is vital to let them know that the door to your office is always open. If an employee suspects

that he or she cannot come to you with a problem before it exacerbates, chances are that your employee will be unhappy.

A happy employee is a productive employee - and if you want to raise his or her spirits, keep the lines of communication wide open.

Behind communication is an even more important factor TRUST!

When an employee knows that he or she can trust you, then they are more likely to communicate 'anything' with you.

Working out internal office problems is key to running a bustling business.



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How to Work Effectively with Others:

Just about everyone who has a co-worker has a fellow co-worker that he or she does not quite see eye to eye with every day. While some of these co-workers may make work more difficult, there are ways around these sticky situations.

It is possible to work effectively and efficiently with others, it just takes a little practice and a few tips.

Everyone has a Job;

It is important to learn early on what your job description is, and if you can, before starting work, ask for a copy of yours. Once you have your job description in hand, you have a bit of leverage when you think someone asks you to do something you do not believe is within your job description.

Once you are aware of your job description, it is also important to note what other co-workers job descriptions are, as well. It is only necessary to know those with whom you work closest with as opposed to knowing the job descriptions of the entire office.

When co-workers know their boundaries, it is easier to get along.

Set Boundaries;

Open lines of communications and asserting oneself is the next step in getting long well with others in the workplace. Once you know your duties and responsibilities, you can easily set boundaries. Setting boundaries comes in handy if a co-worker tries to pass additional work your way, especially if that work is his or her responsibility.

It is perfectly fine in the workplace to set boundaries and to do so in an assertive and polite manner.

Encourage Teamwork;

If you act as a team player, chances are that you will become a leader and a role model. When a co-worker sees that you are interested in acting as a team instead of as an opponent, you will see co-operation double.

All it takes is one person to initiate teamwork and the rest are more than likely to follow suit.

It's All in the Attitude;

Adopt a positive attitude. If you are having a bad day, and we all have them, try not to dwell on it for too long in the workplace. If you accept what is happening and see what actions steps you need to take in order to rectify it, then that's half the battle.

Being cheerful in the workplace takes effort, but there are many things to be grateful for in the workplace, for example, a pay-check, health insurance benefits, and a pension.

Steps for Dealing with Workplace Pettiness:

Every workplace, unfortunately, has workplace pettiness. Pettiness is unavoidable whether it is minor or full-blown out of control. Pettiness usually stems from feelings – feelings of being treated unfairly, favouritism, or just plain old insecurity.

While pettiness is a nuisance, it can cause discord amongst co-workers in a big way. There are several ways for dealing with and avoiding pettiness in the workplace.

Have a Daily Refocus Meeting;

By incorporating a daily refocus meeting into your daily grind, you can get everyone on board to what the big picture really is. Focusing on the main goals of the day and the action plans to achieve them will keep employees focused on the main objective first thing in the morning.

Incorporate a Set of Action Steps;

By incorporating a set of actions steps into the weekly or daily meeting, you offer the opportunity for employees to have a clear and specific set of goals. Without clear and specific goals, many employees have difficulty trying to figure out what is next.

When there is too much time on one's hands, there is a tendency to leave room for unimportant and trivial details.

Be a Time Management Operator;

When an employee or group of employees finds themselves with too much time and

not enough to do, there is a prime opportunity for pettiness to grow. Make certain that your employees have enough to do - but are not overloaded. Make certain that there are enough projects flowing smoothly throughout the workday and that these projects are well spaced out.

Be the Bigger Person;

While the concept of being the bigger person is not a new concept, there is a new twist on being the bigger person. It does not necessarily mean you are the better person; it simply means that you see the bigger picture.

Sometimes others have things from their pasts or even in their current lives going on that you are not even aware of, and the pettiness is not about you.

Showing compassion and extending the olive branch is sometimes all that is necessary to make amends.

When it comes to pettiness, it is important to recognize the word itself. Pettiness means to give too much life to something that is trivial. It is often more about something bigger than the small issue at hand.

If you take a moment to stop and breathe and look inside yourself, you may just recognize that the small issue at hand really stems from something much bigger and deeper.

Reaching out to another person in order to dispel the pettiness may be all that is necessary for a little more peace and harmony in the workplace environment.



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The Power of Positive Employee Recognition:

Have you ever heard the old adage about catching more flies with honey than you can with vinegar? Well, not to compare employees with an insect, but you get the bigger picture. More often than not, it is so easy to tell an employee what needs to be corrected and what they are not doing properly than to commend him or her for a job well done.

There are several ways to go about offering positive praise, and just as many benefits as well.

The Power of Positive Recognition Using Technology;

Everyone loves a little pat on the back once in a while. Some individuals need it more than others do, but for the most part a little recognition goes a long, long way.

It is a wonderful idea to give an employee a shout out on a 'Facebook page' that the company owns. You will be surprised how employees would love being in the spotlight and receive a rave review for his or her hard work and efforts.

As an employer, you could even offer a “hero of the month” on your company page. This works wonders, especially when other employees congratulate the hard work of the chosen employee.

Even an e-mail offering kudos to an employee for their brilliant idea or their integrity in following through on a project will boost that employee’s confidence.

The Benefits of Positive Employee Recognition;

Believe in Someone - Anyone that works hard deserves recognition.

Sometimes an employee may feel in a rut, sales numbers are not what they were last quarter or his or her energy is low. Find a way to positively encourage that employee. Let them know you are aware of their capabilities and that you are looking forward to what they will do next.

When an individual feels that someone believes in them, this will make all the difference in the world. This is all 'anyone' needs to catapult them toward success.

Boost Confidence - Another benefit of positive employee recognition is in the confidence boost it offers the employee. When someone is praised positively, that individual is most likely to want to gain that recognition over and over again. Confidence will breed more success.

(Even a smiling “Hello {Name}” gives an employee a genuine Boost! To their day)

Increase Productivity - As an employer, you will be amazed and surprised by the impact a few words of recognition and kindness offers an employee.

By offering encouragement when things go well - and even when they don't - you are showing true leadership. You motivate your employee to think grander thoughts and come up with creative solutions.

Rather than waiting for the other shoe to drop, you take the initiative and offer positive reinforcement during the project, before 'and' after. This will increase productivity and your bottom line as well.

A woman with dark hair and makeup is shown in a thinking pose, her hand to her chin. She is surrounded by a circular arrangement of various digital and social media icons, including a Facebook 'f', a globe, a Wi-Fi symbol, a home icon, a mail icon, a person icon, a speech bubble, and a Windows logo. The background is a dark blue gradient.

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