



Happy Employees, More Money

By [Chuck A. Reynolds](#), Published March 19, 2013

This isn't rocket science or anything new, however it is something organizations need to be reminded of. The title of the ebook by Dr. Noelle Nelson sums it up: [Make More Money by Making Your Employees Happy](#). Some organizations get it, yet many still don't.

Research has continually shown that companies with happy, productive employees produce happy customers/clients, and tend to succeed over their competition. Interestingly, research has also shown that higher pay doesn't guarantee higher productivity (see [Dan Pink's book, Drive](#)). In his new book, [Passion Capital](#), Paul Alofs describes the achievement of building a team of people who are passionate about what they do, and why they are doing it, as a key organizational asset. And the book [Culture Connection](#), by Marty Parker, makes the case that specific organizational cultures can produce better results.

We've always said, "Organizations don't get results – People Do".

With that in mind, there are **3 critical practices** that need to be just that – practiced!

- **Hire the right fit - [Benchmark the job](#).** If you need a "Donald Trump" style sales person, don't hire a "Mother Theresa" type and try to train her to change. It simply won't work. She won't be happy and won't produce the results. You and your organization will earn more once you learn more about hiring the right fit.
- **Train Managers in [Coaching Skills](#)** – The "malpractice" of management is that many get promoted for technical skills vs. people [leadership](#) ability. Cathy is a great chef, let's promote her to operating the new restaurant. Bill is our top sales person, let's put him into management. And so people become leaders with the technical skills of the job, but not the people skills to lead.
- **Accountability: Inspect What You Expect** - Measure management with a [proper 360 process](#) (incorporating psychometric profiles), and take an annual organizational pulse with an org assessment. Both of these tools will give you feedback. The former helps managers to know where they are strong and where adjustments need to be made, and the latter gives broader organizational feedback that can be broken down into various departmental demographics.

I consider myself fortunate to be able to work with people passionate about what they do. We all truly enjoy being engaged to serve our varied clients in the areas of team and leadership effectiveness. As a firm, we are also delighted to give back to causes that mean something to us, whenever we can. This month marks our launch of [Teamwork to Conquer Cancer](#).

If you know of any groups who would benefit from a session that improves engagement and team communication skills (perhaps at an off site meeting), we'd appreciate you sending them [the page](#).

Thanks for reading, and enjoy the rest of your week.

Read more at <http://www.business2community.com/leadership/happy-employees-more-money-0439553#mSiA81atBLdzH6lE.99>