

## HOW TO KEEP YOUR STAFF HAPPY

STRONG staff morale is the cornerstone of any successful business and keeping your workers happy should be at the centre of all strategy and development plans. So just what can employers do to keep their staff happy?

### COMMUNICATION AND CONSULTATION

It is always best to ask workers what they really want. Ed Reeves, director of Money Penny, enlisted the help of his 500 employees when the company decided to build a new headquarters. The new premises now boasts a tree house meeting room, village pub, sun terrace and a restaurant offering free breakfast and fruit.

Research by consultants Peldon Rose also suggests that summer perks such as casual dress,

summer hours or ice cream rounds can be a motivator for employees.

### FLEXIBLE WORKING

Around 65 per cent of people who work flexibly are more satisfied with their jobs, according to the Confederation of British Industry. Globally, remote workers are happier than office-based colleagues. At recruitment firm Indeed they have introduced an unlimited leave policy. 'We trust our team to take time off when they need it,' says UK managing director Bill Richard. 'They return energised and able to work better.'

### HEALTH AND WELLBEING

Reducing stress levels so staff don't burn out or develop mental health issues is crucial to protecting and retaining workers.

Extend this to nutrition by providing nuts and fruit instead of vending machines packed with crisps and chocolate, to boost energy and brain power. And don't forget to make work fun. Research by Warwick University concludes that allowing employees to experience moments of joy makes them 12 per cent more productive.

### REWARD AND RECOGNITION

A little gratitude and praise can go a very long way, from a simple thank you to employee of the month, to salary scales linked to performance. Research published by the Harvard Business Review shows that top performing teams give out nearly six positive comments for every negative one.

**LILY CANTER**



**It's smiles all round:** A happy team is also a productive one

