

LARRY JOHNSON PRESENTS



**CREATING AN
INSANELY
POSITIVE
WORKPLACE
CULTURE**

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Question



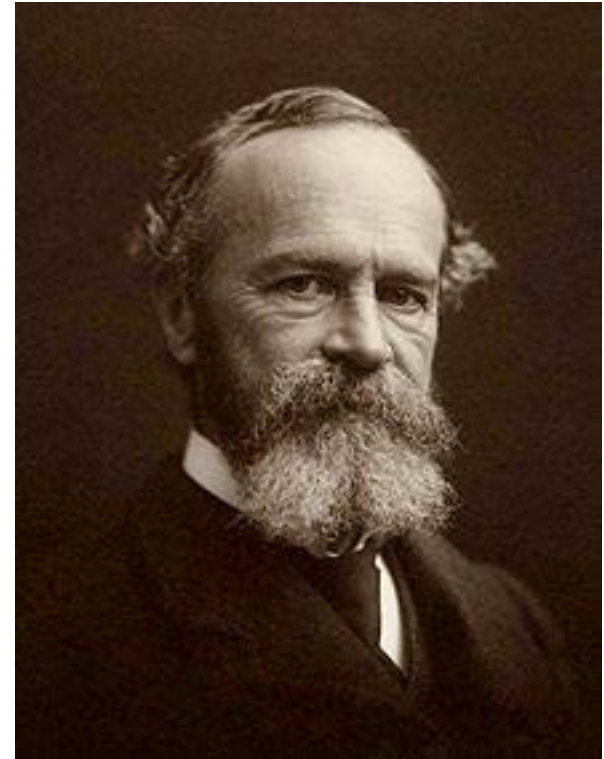
?



How would you describe the worst and the best managers for whom you have ever worked or known about?

Principle #1

“To the degree you give people what they need, they tend to give you what you need.”



William James

Principle #2

**“Emotional Banking:
Accounts need to
balance.”**



Dr. Stephen Covey

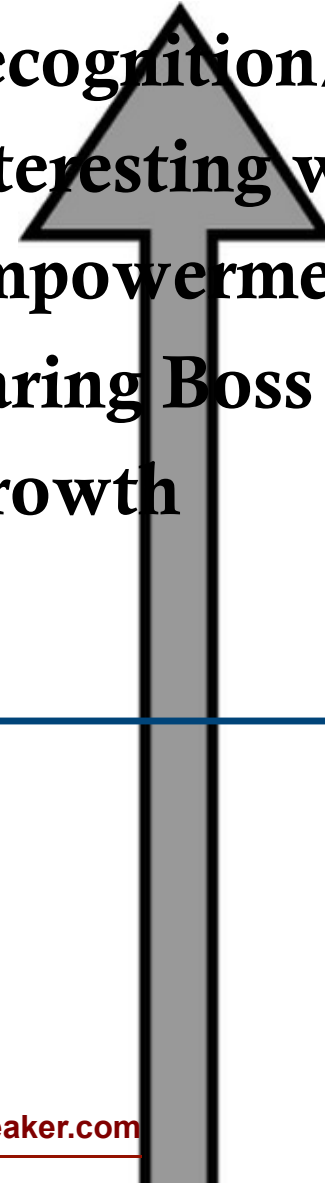
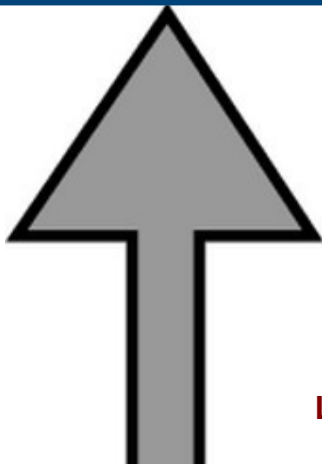
Maintainers

- ◆ Money
- ◆ Benefits
- ◆ Working Conditions
- ◆ Perks
- ◆ Location

Motivators

- ◆ Recognition/Praise
- ◆ Interesting work
- ◆ Empowerment
- ◆ Caring Boss
- ◆ Growth

Just do your job



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First Class Dining -



Source: Brett L.'s photostream, www.flickr.com/photos/brettlider/

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Gyms & Locker Rooms



Laundry Facilities



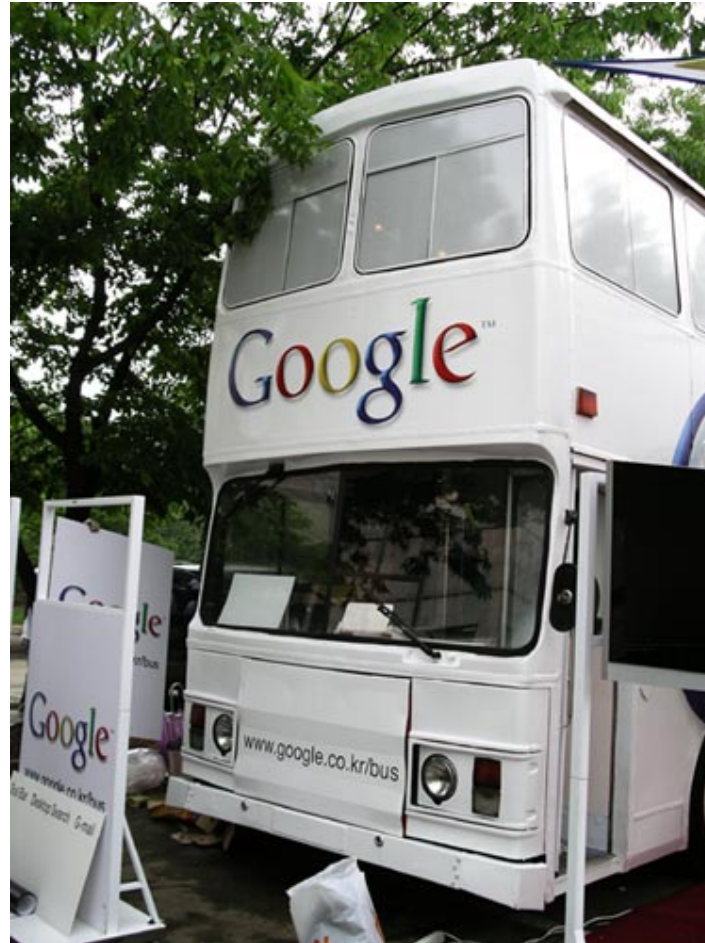
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Massage Rooms & Masseuses



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Bus Transportation



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Benefits

“The goal is to strip away everything that gets in our employees’ way. We provide a standard package of fringe benefits plus a host of others. In other words, just about anything a hardworking employee might want. Let’s face it, programmers want to program, they don’t want to do their laundry. So we make it easy for them to do both.”



Eric Schmidt, CEO Google

Cost/Benefit of Benefits

\$140,000 per year

- ◆ **Turnover costs 150% of employee salary.
(Hewett & Associates)**
- ◆ **$\$140,000 \times 150\% = \$210,000$**
- ◆ **$20,000 \times 3\% = 600 \times \$210,000 = \$126,000,000$**

<http://www.youtube.com/watch?v=SxLXfRAcbP8>

Cost/Benefit of Benefits

\$10.00 per hour

- ◆ **Turnover costs 150% of employee salary. (Hewett & Associates)**
- ◆ **$\$20,200 \times 150\% = \$30,300$**
- ◆ **100 employees with 10% turnover**
- ◆ **10 employees lost per year**
- ◆ **$\$30,300 \times 10 = \$330,000$ cost of turnover**

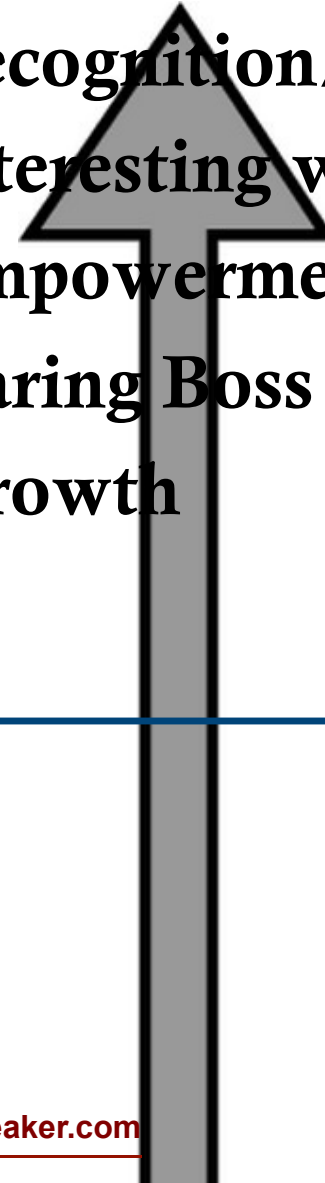
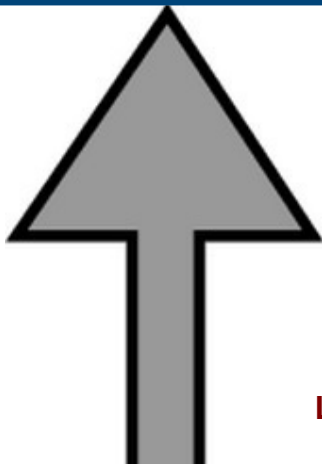
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Just do your job



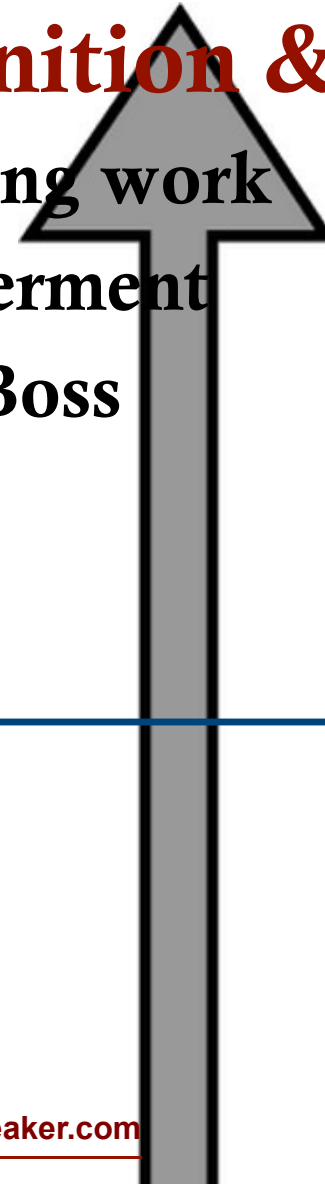
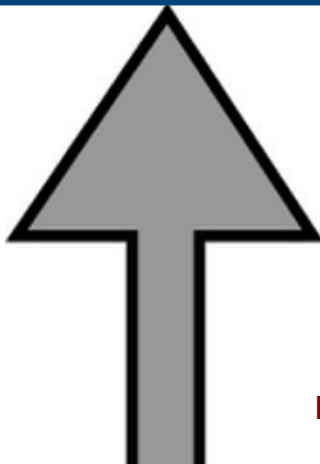
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Just do your job



Recognition/Praise

Everyone's treated equally. We praise people regularly. We recognize people with employee of month parking spaces. We post customer kudos, and we give random 4 hrs. with pay awards.



Teresa Cardoso
Senior Manager, Facilities

Recognition/Praise

Specific

Sincere

Significant

Often

Public



Source: <http://www.google.com/imgres>

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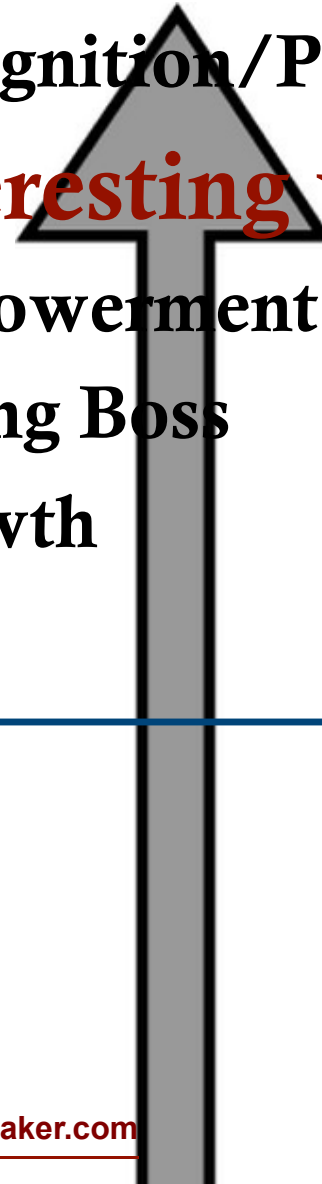
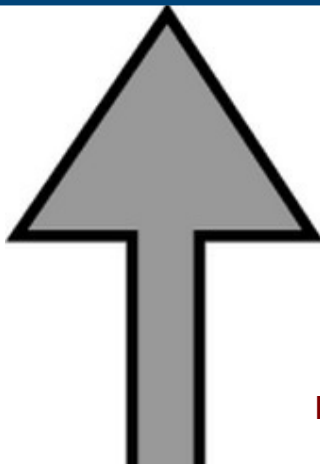
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Just do your job



Interesting Work

20% Rule

<http://www.youtube.com/watch?v=SxLXfRAcbP8>

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Interesting Work

- In a Brookings Institute study, over 60% of NM claim “they would rather make \$40,000 a year at a job they love than \$100,000 a year at a job they think is boring.
- ” According to the study *Understanding a Misunderstood Generation*, the NM Generation feels pay is not as important as having more intangible benefits. Almost half of the NM generation would rather not have a job than work at a job they despised.

<http://www.youtube.com/watch?v=SxLXfRAcbP8>

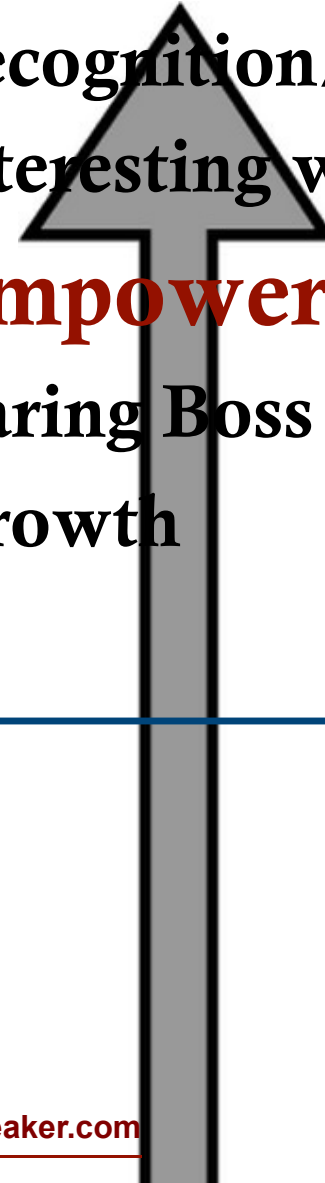
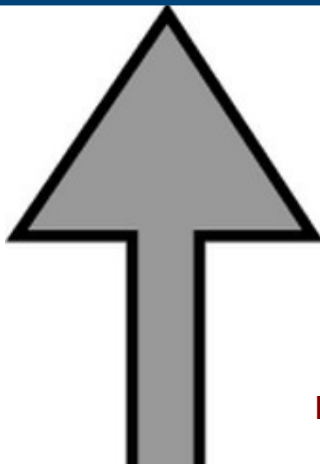
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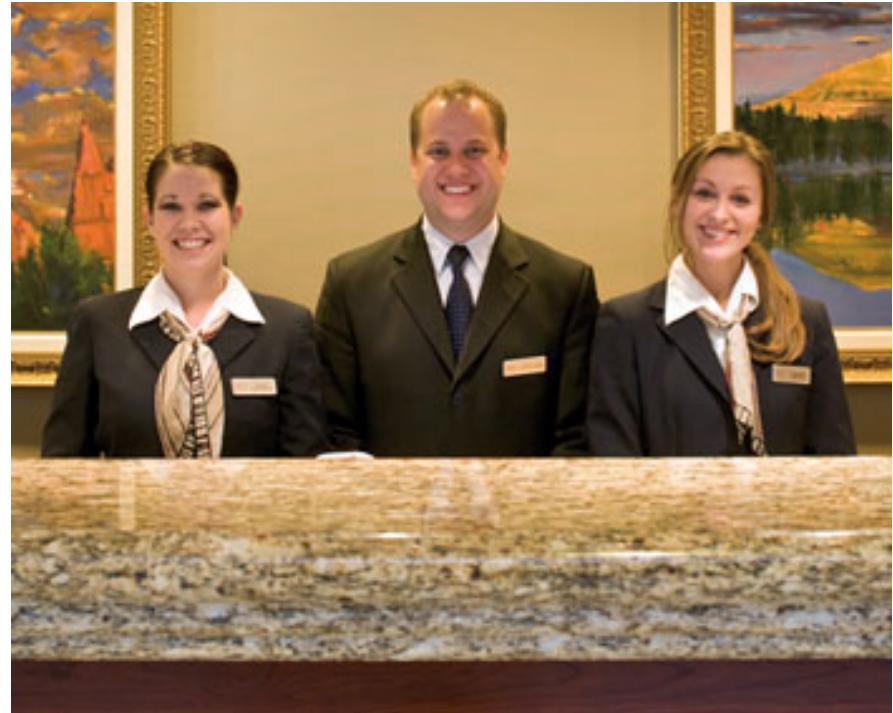
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- ◆ **Empowerment**
- ◆ Caring Boss
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Just do your job



Empowerment

- ◆ Is it right for the customer?
- ◆ Is it right for the company?
- ◆ Is it the right thing to do?
- ◆ Can I stand the heat?



Empowerment



- ◆ Resources
- ◆ Training
- ◆ Trust



Brigadier General Robert F.
McDermott

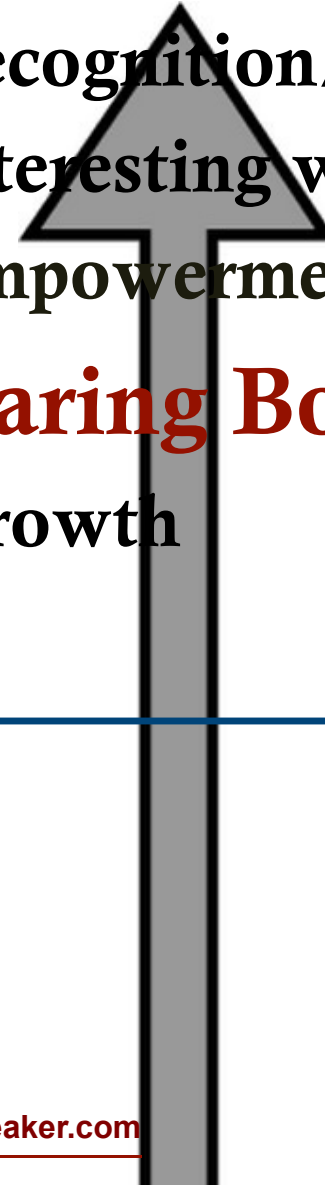
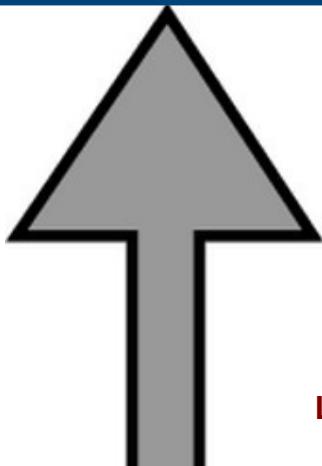
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Caring Boss

Talk to almost anyone on the picket line, and you'll hear a story about Arthur T.'s famous personal touch — how he checks on ill workers, asks about kids and spouses, and offers comfort at funerals. At one rally in Tewksbury, Middleton store manager Terry McCarthy described a call he received from Arthur T. two years ago, when a serious car accident sent his daughter to the hospital.



“Mr. Demulas got on the phone call, very reassuring, very professional like he always is,” McCarthy recalled. “He said, ‘Terry, is that hospital able to handle her injury?’ The next question he asked — I’ll take it to my grave — he said, ‘Do we need to move her?’ ”

Source: Boston Globe, August 22, 2014

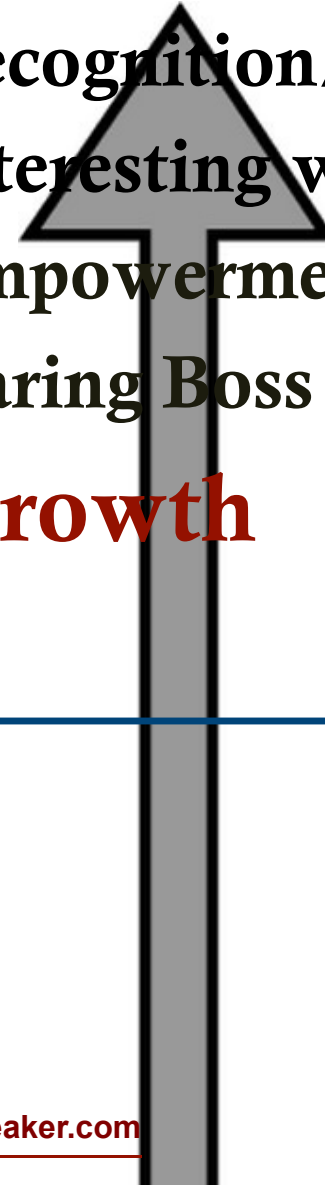
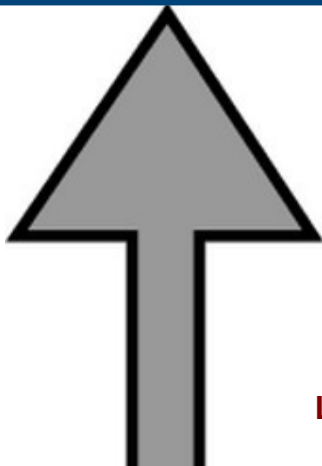
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Just do your job



Opportunities for Growth



100
BEST COMPANIES TO WORK FOR
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5

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