

Choose Your Changes Wisely

While structured, targeted change can be a fantastic growth opportunity for an organization, random and chaotic change, or change for the sake of change can be disruptive with harmful effects.

Employees who truly care about an organization's success will form suggestions to improve the company, and its business.

Last month we suggested you allow employees to act on recommendations for change (if you missed that article, contact me and I will forward last month's newsletter to you). This month, we clarify that suggestion.

Not all recommendations may be feasible, desirable or sensible. However, all recommendations must be seriously weighed and considered before rejection or acceptance.

If, after consideration, you believe successful implementation of the recommended change will be detrimental, or not productive, respond to the idea owner positively. Let the employee know that you value their input and insight.

Explain why you have decided to reject their idea. Discuss the potential outcomes or costs that you believe implementation would incur. Allow your employee the opportunity to address your concerns. Give their opinion ample consideration. If you still believe the recommendation is not in the best interest of your company to implement, let the employee know exactly why and encourage them to continue to provide ongoing input and feedback using your critique as guidance.

It is important that the rigor in your decision-making process is not perceived as a bureaucratic hurdle. If all ideas are 'shot down in flames,' the next idea will be a long time in coming.

To build an employee base full of service enthusiasts, creativity must flourish. Once employees see that ideas are seriously weighed and considered, and once they understand why some suggestions move forward and others do not, employees will operate with an owner's mentality to help you grow your business.

Sonia and James Graham

Maximum Business Advantage

Maximum Business Advantage is a Phoenix-based consulting and training firm that helps organizations avoid service recovery by preventing the realization of service issues. By documenting and studying the service delivery process, Maximum Business Advantage works with organizations to ensure the service process is helps to drive the organization to achieve management's overall goals, vision and strategy.