

What Employees Say They Want vs. What Employers Think They Want *-Paul Lantz*

What rewards do your employees desire? Multiple surveys have reinforced the following that was published in the Business Round Table years ago.

What employees say they want, starting with what's most important to them:

1. Full appreciation for work done
2. Feeling "in" on things
3. Sympathetic help on personal problems
4. Job security
5. Good wages
6. Interesting work
7. Promotion/growth opportunities
8. Personal loyalty to workers
9. Good working conditions
10. Tactful discipline

Now look at what employers think employees want, starting with what they think is most important to employees:

1. Good wages
2. Job security
3. Promotion/growth opportunities
4. Good working conditions
5. Interesting work
6. Personal loyalty to workers
7. Tactful discipline
8. Full appreciation for work done
9. Sympathetic help with personal problems
10. Feeling "in" on things

The discrepancies between these two lists of priorities shows a lack of understanding and empathy on the part of employers – the ability to sense what employees think and feel. Notice that the top 3 things employees want require people skills.

They want to feel they're appreciated. This comes from speaking from your heart and showing your feelings, letting the employee know he or she matters to you and is noticed. Employees want to feel "in" on things. They want to feel connected. Feeling "in" on things means being included emotionally. When employers keep feelings to themselves and only give instructions and facts, the employees don't feel "in" on things.

Sympathetic help with personal problems is important to employees. All of these are Christlike leadership qualities. Do we Christians potentially have an advantage because we have the Spirit of Christ to show us how to serve people like Jesus did?

But you are not controlled by your sinful nature. You are controlled by the Spirit if you have the Spirit of God living in you. And remember that those who do not have the Spirit of Christ living in them are not Christians at all. (Romans 8:9 NLT)

Are you being controlled by the Spirit in your daily business interactions?

For even I, the Son of Man, came here not to be served but to serve others, and to give my life as a ransom for many. (Mark 10:45 NLT)

Are you serving Christlike in your daily business interactions?

What do your employees want? What do you and your managers think they want? Cut and paste the below 10 statements into a document and do your own survey. Ask your employees to rank what is most important to them. Ask your managers to rank what they think is most important to their employees. Then invest some time learning how you can better reward your employees.

Rank the following according to importance to you with 1 being most important and 10 least important.

1. Job security
2. Good wages
3. Interesting work
4. Promotion/growth opportunities
5. Good working conditions
6. Tactful discipline
7. Full appreciation for work done
8. Personal loyalty to workers
9. Sympathetic help with personal problems
10. Feeling "in" on things