

## DID YOU KNOW??

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### EXAMINE BUSINESS PRACTICES AS IT RELATES TO EMPLOYEES

Although it always feels safer to follow the tested path as it relates to practices and employee relations within your organization, the question is, are you keeping pace with peers in your market. It would be misguided to believe that the same tactics that got you where you are today will guide you toward tomorrow's accomplishments. The only real insight you should take from prior achievement is that it worked – once. Past success does not guarantee a bright future.

Consider the “gambler’s fallacy:” After five bad dealt card hands in a row, you might believe you're due to get a good one. But the probabilities are exactly the same each time a new game starts. It's no different in business. Each new business generation is like starting all over again. You're not owed a break, and you certainly shouldn't bank on the promise of a winning streak. It's up to you to take advantage of the variety of generations you have in your employ and use their skills and expertise to your advantage even if you are not in total agreement with their approach or implementation. Work it through with them.



As you build or modify your employee experience to be more responsive to what workers seek in the "age of the employee," these questions might uncover some uncomfortable answers from time to time. That's okay, too. It's the organic, human world of chaos and change that creates innovation. The environment you develop to support those discoveries should not only accommodate that messiness, it should embrace everything that *whole employees* bring to the table.

Excerpts from Matt Wride the COO for Decision Wise, a leadership and management consulting firm.