

TNFR THE [ULTIMATE LIST] TO WOW YOUR TEAM

“There are two reasons why employees quit.” My dad, a Contractor for +30 years, told me one day.

“Either the boss is a jerk. Or the boss is a greedy jerk.” Why would he say that?

He had employees quit on him throughout the years. Did he consider himself a swindler?

After having my own team to manage, I’m beginning to understand. Although your intentions may be as pure as a Unicorns hide, your technicians and office staff don't have the same priorities as you do.

Your priority is to grow your business.

Their priority is to have a great place to work, get paid well, and go home at a reasonable hour.

Here at TNFR, we’ve found these two things help:

1) Develop or adopt a system that caters to their priorities while meeting yours.

2) Try not to be a greedy Jerk.

TOP 7 WOW FACTORS

1. Time



Get them home to their families. If your techs always work extra hours, their families will resent you. If their partner resents you, your employee will start to as well.

We've found a way to do this and still make money; call our team for info. 706.259.8892

2. Positive work environment

Be generous and encouraging with wins and with troubleshooting. Be clear with expectations, so your employees know what they are aiming for, and then offer support to allow them to meet your expectations.



3. A Simple Incentive Program



Typically, Service companies take an incentive program that works and restyle it to make it their own. Why fix something if it's not broken? Keep the incentive program simple, and don't change it too much. A good incentive plan only needs to be attractive enough to motivate performance from your employees. Remember, goals must be attainable so your employees will not get discouraged.

4. Verbal acknowledgment

Give credit openly and generously when employees do well in contributing to the company’s goals.



5. Seek employee input often

When you ask employees for their ideas, you gain perspective, insights, and possible solutions and discover how that employee feels about their role.

6. Fair base pay

Research comps in your geographic region to ensure that you align with base pay amounts.



7. Have a company team every year

Encouraging company camaraderie is huge! Have a baseball, bowling, or fantasy football league. Something that gets your employees to get to know each other.