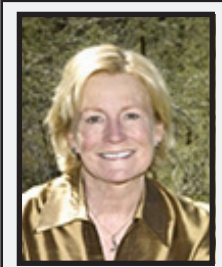


# Invigorate Your Work Environment

by ANN GOLDEN EGLÉ, MCC

Some lessons stay with you for life. Due to a change in careers years ago, I was entering an industry that had competitors nearly on every corner. I identified 28 of which to interview.

Prior to setting up the interviews, I visited each of the 28 offices under the guise of being a customer. What followed amazed and, in some instances, appalled me. Some businesses were alive with warmth and an eagerness to



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following ten years.

I suspect their negative work environment also created high turnover, low productivity, and squelched creativity which added to the lost revenue.

Creating a positive workplace environment has never been more important than it is today. The short and long term costs are high for not doing so. The cost can be low for establishing a more positive and productive space for your employees to grow and flourish.

Here are some suggestions to invigorate your work environment:

• **Begin from the outside in.** What is it like for clients or employees to approach your place of business? What says "Welcome. We're eager to do busi-

ness with you!" Does the employee entrance reflect the same?

asked to do are more eager to please, more loyal and more easily share this vision with customers and friends.

• **Boost employees' lounge.** Spend time in your lounge to absorb the experience. New paint, music, décor can change their experience and thus the experience of those they serve when leaving the lounge.

• **Ask your employees.** We often forget what great resources our employees are. Ask them how you can make their jobs easier? If they were in your shoes, what changes would they make? Give prizes such as lunch with the boss for the most creative ideas.

• **Create a 'zero tolerance for whining' policy.** Sound impossible? Make it easy for suggestions to be made to the appropriate people who will respond. With this system solidly in

place there is no room for disgruntled discussions elsewhere. Explain how 'whining and complaining' accomplishes nothing and drains corporate energy and productivity.

A positive, invigorated work environment is a win-win for all. You can take these suggestions to the bank with the results you'll undoubtedly and quickly attain. Challenge yourself to follow through or delegate an employee to follow through on this path and let me know how it goes.

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## Six Ways to Improve Your Work Environment

- Begin from the outside in.
- Front lobby or entrance.
- Share your vision.
- Boost employees' lounge.
- Ask your employees.
- Create a 'zero tolerance for whining' policy.

please while you could practically cut the tension with a knife in others.

This helped me to whittle the list of interviews to a more manageable eight. What these less-inviting establishments didn't realize is that their tense culture that prevented me from interviewing with them cost hundreds of thousands of dollars in lost commissions over the

ness with you!" Does the employee entrance reflect the same?

• **Front lobby or entrance.** Is your entrance light, warm or intriguing? Are customers and employees acknowledged as they enter and not ignored or pounced upon?

• **Share your vision.** Employees who know the 'why's' behind what they are

