A Complaint Here . . .

A Complaint There

It’s Tough To Do, But a Contractor Must Apply Good Technique in Hearing Out Complaints

By Alan W. Farrant

Listen to complaints voiced by your employees. Unhappy ones seek jobs elsewhere if a boss fails to handle grievances and listen to their personal problems. Replacing an employee is expensive!

Many bosses can train employees in a job and capably assign a workload, and even delegate authority. But they lack a quality of sufficient friendliness to invite confidences and discussions from individuals. Too often, one overhears a worker say: “You tell the boss. I can’t talk to him!”

Such a statement is not necessarily coming from a timid person. Rather, it reflects on the boss who is neglecting an important phase of employee-boss relationship.

Employee Replacement

Employee turnover can be an expensive result of such poor relations between workers and management. On the premise that jobs are plentiful and employees hard to satisfy, a boss is apt to make excuses. An analysis of frequent turnover could prove that a hard-working boss is losing trained helpers at too frequent an interval. This could show that the boss is failing to provide the time or desire for subordinates to consult with him when emergencies and problems arise.

A boss who is approachable, possessing an unusual interest in people and an extraordinary understanding of the types of problems which cause humans to become unhappy and depressed, will have a small turnover. Worries outside their jobs can affect employee personalities and efficiency.

A supervisor should be receptive to listening to grievances and be psychic enough to determine when the complaints are justified for prompt action. At times he will be thankful for delaying any corrective action, when he learns later that the disgruntled employee was undergoing problems at home. In such instances,

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the employee will be grateful that his grievances were not taken seriously by the boss.

When employees talk to the boss about personal problems, listening and respecting confidences — without giving advice — is the wisest course. People like to talk about their troubles; it relieves tension. Few want to be told what to do.

Contended Workers

Promoting happiness among workers is an important part of being the boss. It means taking a genuine personal interest in all the workers — getting to really know them. When one asks, “May I talk to you privately?” the alert boss is often aware of the reason for the request. The employee has known he is welcome to “talk it over with the boss.”

When the boss leaves his own home feeling below par, it requires self-discipline and patience to sit and listen to the troubles of others. But he needs to hide his own worries and remain calm. He has to appear pleasant and listen in earnest to what the employee is talking about.

The boss who does these things keeps his helpers!

Now, Mr. Boss or Mrs. Boss, how have you been doing at your place of employment? Are you the ideal boss, as outlined above? Are you proud of the length of time your helpers have been with you? Do they all treat you as a real friend? “Yes,” should be the answer to these questions.

Taking time to be friendly pays off in more than keeping the same helpers. It makes for much more enjoyable working relations. Enjoyable for the workers. Enjoyable for you. And it becomes something of which customers are aware — a happy place in which to be. Perhaps this latter is the most important reason — for what you need are more and more customers.

Put these suggestions and ideas into force. You will always be glad you did!