

SMART WORKPLACES BY HR TO GO, INC - MAY 2005

HUMAN RESOURCES MANAGEMENT - OUTSOURCE IT!

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**Five Quick Tips to Battle Burnout**

Listlessness. Lack of interest. Clock watching. These are all symptoms of the same disease that plagues all too many employees: burnout. How can you heighten job interest and head off the griping and complaining? Here is what the experts are saying when it

comes to maintaining a high level of productivity.

**Make employees feel included in key decisions.** When they see you act upon their suggestions, it increases their esteem as well as encourages them to keep the ideas flowing. Then take the next step. Encourage your employees to offer their own solutions.

**Training programs should encourage hands-on participation.** Since your employees are the ones who face the challenges of the job every day, let them participate in the development of the training programs. Not only will they help you improve the effectiveness of your training efforts, they may help you cut costs in that area as well.

**Apply a little extra motivation** to those employees behind the scenes. Some support and non-managerial staff may feel they have a lesser role. Remind them that a company is only as good as the sum of its parts.

**Recognition goes a long way.** Remember to show your appreciation in very specific ways. An employee with a strong reputation in customer service should not only be publicly recognized, but encouraged to share his or her secrets for success with co-workers.

**Increase your availability if necessary.** Allow your staff to voice their concerns. In most cases, finding the right way to motivate depends on understanding the problem.



### **A Low-Cost Way to Help Staff With Elderly Parents**

With the number of elderly Americans growing rapidly, now may be the time to design a benefit for employees who take care of their elderly parents.

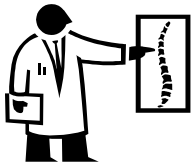
One low-cost option: Provide elder care education classes to staff. Often, the only cost involved is covering course material. In return, the staff may gain valuable skills for balancing their care giving responsibilities with their jobs.

For instance, one organization offers a classroom program called "Powerful Tools for Caregivers." The organization also recently launched an online version of the course.

The argument for designing this type of elder care benefit is strong:

- \* Employees responsible for providing elder care currently cost companies \$33 billion per year in lost time and decreased productivity.
- \* These employees miss an average of 23.8 days of work per year.
- \* More than 80% of these employees interrupt their workdays to take their parent to doctor's appointments, run errands for them, fill in for missing care coverage at home or do online research about adult care options.

In other words, your choice may be to pay a little now - or a lot in the not-too-distant future.



### **Back Safety - Pushing & Pulling**

Pushing can be hard on your back. Pulling can be even harder. So push, rather than pull when you can. Follow these tips to help protect your back.

#### **Pushing a Light Object**

- \* Bend your knees slightly
- \* Flatten your stomach muscles

- \* Keep your ears, shoulders and hips in line
- \* Lean in slightly toward the object you're pushing
- \* Use your legs and weight of your body to move the object
- \* Take small steps

### **Pushing a Heavy Object**

- \* Flatten your stomach muscles
- \* Bend your knees
- \* Lean in toward the object you're pushing. The heavier the object, the more you should lean
- \* Try not to hunch your back: Keep it straight
- \* Use your legs and the weight of your body to move the object
- \* Take small steps

### **Pulling**

- \* Face the object you're pulling
- \* Keep your knees slightly bent
- \* Step backward and pull the object with you
- \* Don't twist your body. If you're using one hand, putting the other hand on your hip can help keep you from twisting
- \* When pulling heavy objects, lean back, bending at the knees and hips. Keep your arms straight. Let your body weight pull the load.

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