



Optimum Operating Procedures & Services

Club Industry Specialists



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SO WHAT!

Is this the statement that your staff are thinking but not saying out loud? Statistics tell us that Gen Y need to know the “why” not just the “how”.

This questioning behaviour may irritate other generational staff who have been doing the job for so long they may not even know themselves the “why”.

Today’s workforce is crying out for the “why”, if you give them the “why” then they are generally able to see the big picture and understand that each job is vitally important to the whole organisation, no matter how mundane they think the job is.

In my new book Igniting Potential, Paul Barnett, CEO of Mingara said “People need to understand why their job is important to the organisation, so they can understand where they fit.”

To retain staff we need to give them the “why”, so they say “Ah hah I understand not “So What”.

How are you training your staff? Is the style “because that’s how we do it here” (Monkey See Monkey Do), with no Why?

At OOPS we train the WHY in enhanced Patron Service, contact us to day to develop a tailored training program.

As this is our last newsletter for 2009 I would like to wish you all a wonderful Christmas and a prosperous 2009.

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