The number one thing employees want is a good leader. If they have a good leader, systems work, proper tools and equipment are available, they get rewarded and recognized, and they receive professional development. Also, departments work well together, they get thank-you notes, and they are not held back by leaders and staff with performance issues.

What Does This Mean to Employees?

- Better relationship with leader and more confidence in administration
- Understand how the organization is operating
- Understand actions needed to improve/sustain the gain
- Feel better about where they work
- Systems work better
- Tools and equipment to do the job
- More reward and recognition
- More effective and efficient because decreased new people

Equals:

- Decreased turnover
- Decreased use of overtime
- Decreased absenteeism
- Increased operational performance across the board
- Better work/life balance
- Better handoffs and explanation