

Listen to Me, Please

Every **desk jockey** knows the frustration of not being heard.

Sometimes the **pent-up** anger reaches critical levels and you feel yourself wanting to pick up your bag and shout: "I'm outta here!" If someone would just listen, things could be so much better.

Companies that **lack** a culture of **employee engagement** create **discord** that is directly visible in their **employee turnover**.

The process of listening to employee needs is by no means easy. Listening means sometimes hearing things that are critical. Some employee **gripes** may have no basis in reality.

But employees do more than just complain; sometimes they have ideas that can improve operations, or, better still, create something entirely new that is truly fantastic. Creating a channel that allows employees to suggest improvements as well as **vent frustrations** can create the **momentum** needed to **spur** on the development of a new innovation.

Simple carpenters working around the globe created the open source code, after all. Each tapped away with his or her computerized hammer and **chisel** until the **behemoth** we know today was born.

Companies that don't have a channel through which they can hear and respond to employee ideas are missing out on a vital source of strategic information. Who knows the company better than the frontline foot soldiers?

Some companies have created their own corporate blogs and encourage employees to chat about the good and the bad. **Bringing** the negative **out in the open** creates the necessary pressure to fix the problems before they **escalate** further. Also, employees have an avenue to talk with and can create the collective energy needed to inspire the company to new heights. New ideas are **bounced around** and the early **seeds** of something good can take form.

Find a way to let employees communicate and you may just open the door for the next big thing.

Glossary

behemoth	something that is enormously big or powerful
bounce around	here: to bring up and test an idea or suggestion with different people
bring out in the open chisel	direct attention to an issue a tool for cutting and shaping wood or stone, consisting of a straight flat beveled blade with a sharp square-cut bottom edge inserted in a handle
desk jockey	office worker
discord	disagreement, conflict
employee engagement	making employees feel involved in, and enthusiastic about, their work
employee turnover	the number of employees who leave and are replaced over a given period
escalate	to become or cause something to become greater, more serious or more intense
gripe	complaint
lack	when something is not available or when there is not enough of it
momentum	the power to increase or develop at an ever-growing pace
pent-up seed	unexpressed something that is the source of a significant change in action
spur	to encourage
vent frustration	to express one's feelings of disappointment or annoyance