

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	jätte, gigant
bounce around	bolla med (idéer)
bring out in the open	blottlägga, lyfta fram
chisel	mejsel
desk jockey	kontorsarbetare, kontorsråtta
discord	missämjä, split, oenighet; disharmoni
employee engagement	att få personalen engagerad
employee turnover	personalomsättning
gripe	klagomål
lack	brist
momentum	drivande kraft, inneboende energi; fart
pent-up	förträngd, uppdämd
spur	uppmuntra
vent frustration	få utlopp för sin frustration