

## 10 Key Indicators of Workplace Morale and Involvement

By *Simma Lieberman*



If you want to create an inclusive workplace where employees love to do their best work, and customers love to do business, you may need a culture change.

I'm often asked by senior managers for a list of basic external indicators of how people feel about their organization, and whether or not they are happy at work.

Organizations that can leverage diversity of employee talent, skills and experience are more likely to have higher morale and employee involvement.

Based on my research and observations, here are ten easy to observe behaviors of employees who feel good about their workplace.

1- There is visible interaction amongst employees in the office, hallways, and cafeteria. People actually smile and say hello to each other. You may even hear laughter.

2- You hear people speaking well of each other and their customers. Employees greet customers and stop what they are doing to provide customer service.

3- There is resource sharing across work functions, and work groups are not complaining about other departments, or work levels.

4- Employees know what other functions do, on a day-to-day level, and how each function impacts the others.

5- Employee kitchens and washrooms are clean with the right provisions.

6- There are employee initiated social activities with high levels of participation.

7- Employees are comfortable offering suggestions for improvement,

8- Employee grievances are either non-existent, rare, or resolved quickly.

9- Employees arrive on time, and absenteeism, and turnover are low.

10- Employees support each other during personal or family crises, as well as celebrate accomplishments and happy events.

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