

## Are You Addressing the Human Side of Your Business?

Creating a positive, productive working environment is a daunting challenge for every organization, no matter its size. In spite of good intentions, the management of many organizations fall short of that challenge because:

- Their business is pulling them in so many directions
- They lack the time and/or internal resources to create effective and consistent management policies and practices
- They fail to develop consistently practiced leadership skills within their manager/supervisor ranks
- Their management team lacks accountability in administering their leadership responsibilities
- They fail to provide an effective two-way communication process that allows a timely and relevant flow of information between employees and management
- They fail to identify their employees' issues and concerns against which they can take appropriate action.

Contrary to popular opinion, salary and benefits rank considerably lower as a source of dissatisfaction with most employees assuming that employees are being paid at competitive rates for comparable jobs in the same geographical marketplace.

It is well documented that employees who have the most positive attitudes, are the most motivated about their work, and have the most sense of company loyalty are those who feel they are being treated fairly, are supervised in a consistent manner, are being appreciated both as employees and individuals, are given personal responsibility about their work, have the opportunity to learn new skills, and know what is required for them to move ahead in the organization.



Rochester Institute of Technology's Center for Integrated Manufacturing Studies (CIMS) has a long history of providing high-level training processes, such as Lean Manufacturing, Lean Six Sigma, Leadership Development, etc., to local and regional companies.

CIMS can provide specific programs and strategies designed to address the human side of your business. These programs and strategies can be customized or tailored to meet your specific organizational needs. We can also fully create and implement any program or work with your company in an advisory capacity.

The following list represents our programs and strategies that promote productive working environments and effective employee-management relationships:

- Employee Survey
- Leadership Training
- One-on-One Coaching
- Communications Initiative
- Employee Complaint Procedure
- Review/Revise HR Practices
- Corrective Action/Policy Procedures
- Performance Appraisal Process
- Organizational Culture Change
- Inventory/Analysis of Job Skills
- Employee Recognition Programs
- Supervisor/Employee Handbooks

If you think you need to make improvements in these areas, CIMS would like to come to your facility to discuss your needs and provide you with more detailed information on the contents of each of our programs and strategies.

To get started, all you need to do is call Grant Osman at RIT's Center for Integrated Manufacturing Studies at 585-475-6235 or send an e-mail to [gmoasp@rit.edu](mailto:gmoasp@rit.edu).