



Improving Workplace Culture at Every Opportunity

How much team members enjoy their workplace is a major determinant of their success.

Positive teams retain and attract talented staff; negative ones suffer from dysfunction, turnover and low performance.

Here is how you can improve workplace culture at each step of an employee's lifecycle.

If you want to improve the organization, you have to improve yourself and the organization gets pulled up with you.

Indra Nooyi, CEO of Pepsi



Hire and Promote Based on Job Capability

A great investigator doesn't necessarily make a great supervisor. Managers need to be able to successfully delegate tasks and help their staff develop new skills. Make sure you're hiring a candidate because you believe they have the skills to excel at their new job, not because they excelled at their last one.



Provide Higher Level Training to New Managers

It's not enough to train supervisors on what workplace behaviors are acceptable or unacceptable. Supervisors need to understand how their interactions impact their staff's perception of what behavior will be addressed, what will be tolerated, and what will be ignored. Passive management should be actively discouraged.



Don't Lose Sight of the Big Picture

Make sure to periodically look at team data on productivity, error rates and employee retention for signs that some teams may be disengaged from their work. Locating pockets of poor performance may also uncover toxic teams, which need to be addressed before you lose your best investigators.



Listen to Employees Who Are Exiting the Team

Exiting employees may not be forthcoming about why they're leaving, because they don't want to burn any bridges. That doesn't mean their responses aren't helpful, however. Meet with front-line staff before they leave, and take note of which questions they seem to dodge - they probably aren't keeping quiet because they have nice things to say.



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