

Flinn Associates Monthly Newsletter

Employee Insight

- December 2002 Newsletter -

How much insight do employees have into the significant challenges businesses face? I believe employees have deeper insight than most managers give their employees credit for.

It is a given that every sales department has challenges which need to be overcome on a daily basis in order to be more successful. Of these daily challenges studies have shown that 4% are known by top management, middle or upper management knows 9%, but the employees know 75% to 100%. The opportunity to improve productivity lies within the organization. The existing employees are a huge untapped source of information. Yet these assets are often left virtually undeveloped.

In business two opposing forces co-exist: the factors helping staff to be more successful and the factors hindering staff effectiveness. Quietly, employees are challenged with these forces every day. In my experience I have often seen policies implemented, to address a specific need without consideration of impact in other areas. Policies driven by cost accounting or a desire to become more efficient are often implemented without consideration of the impact on productivity of the employee. The employee's ability to serve the customer is impaired, thus tipping the balance further toward hindering performance and productivity.

Today's business climate is driving companies to become more effective and focused on improving productivity. If there is a gap between where your sales department is and where you want it to be, chances are your employees are the best ones to identify those gaps.

For additional insight into improving productivity, issue identification, and closing the gaps, [contact Flinn Associates](#) today.