

FOUR WAYS TO KEEP THE TEAM HAPPY

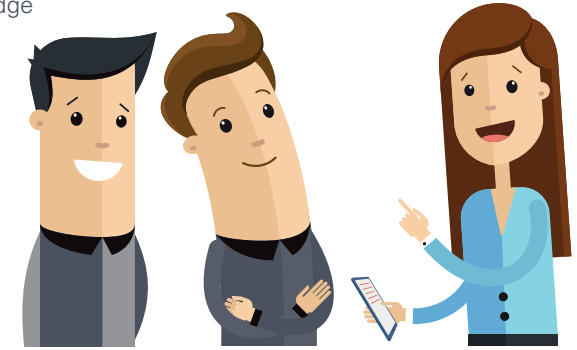
01 - GIVE TEAM MEMBERS 'OWNERSHIP'

Make sure the team feel pride and responsibility in what they do, and they'll care more about the service that your customer is buying.



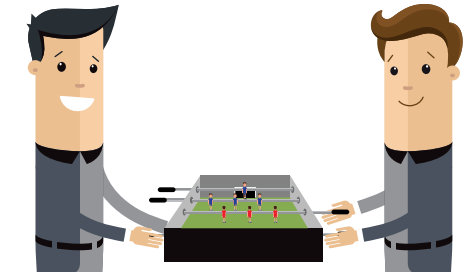
02 - KEEP THE TEAM INFORMED

Sharing information increases knowledge and makes the members of your team feel valued.



03 - BE UP FRONT WITH BAD NEWS

Employees need to be informed in a straightforward and respectable manner (and rumours are typically worse than the reality).



04 - CREATE A GOOD WORKING ENVIRONMENT

Look at ways to enhance team spirit, maybe a games area for the team to use; we know one workshop owner who even installed a boxing ring!

“Studies by Warwick University show that happy individuals are 12% more productive.”

The TRW logo, consisting of the letters 'TRW' in a bold, white, italicized sans-serif font, set against a red background.