

In This Case: Real Discussions Real Results

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- **Unhappiness At Work Costs Money:** Research proves that happy employees are more productive <http://goo.gl/NT5tn7> and <http://goo.gl/rPXqCE>
- **Terminate those that insist on being mean:** This checklist embraces the thoughts of our panel <http://goo.gl/A0HnHJ>
- **A sense of culture and mission are essential:** Go here for help with yours <http://goo.gl/1Aa0OL>
- **Management is likely a part of the problem:** Our panel agrees that management is often culpable in any HR issues that arise. Ask for outside help to understand how you may be contributing to things
- **Don't talk to your employee, listen:** Begin all HR dialogues with an invitation for the employee to tell you their side of the story.
- **Ensure you're being lawful:** Organizations like the VHMA include free legal assistance as part of their membership. <http://goo.gl/AYKyRq>
- **Unhappiness kills:** A lot of data on the matter <http://goo.gl/p66aRp>
- **Meetings Matter:** Conduct huddles, meetings, and provide opportunities for the group to work through issues: <http://goo.gl/xMLkXB>
- **Start with the Positive:** During meetings, cite a positive event and ask why it happened. Regularly reward and celebrate the best of your employee's behavior and interaction. It's rarely *all* bad.