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AFTER YOUR STAFF Organizations have only two real assets - money to be manipulated ___0___ people to be motivated. Sadly, ___31___ too many occasions, these two things get confused. What sometimes happens is that it is employees ___32___ are manipulated and money is the only motivation. Statements such ___33___ “ employees are our greatest asset ” are often made by senior managers and directors. However, they rarely really mean what they say. Yet its employees truly are the greatest asset of any organization. This is ___34___ without their effort and work, nothing whatsoever can ___35___ achieved. This simple fact is not as widely understood as it should be. Good quality, trained and committed employees can improve ___36___ performance of the organization as much as poorly motivated employees can damage it. this idea is even less understood. The solution is fact very simple. The need ___37___ to generate commitment to the organization so that employees understand how it operates. They need to understand ___38___ their employer is trying to do. They also need to know how their efforts and jobs contribute ___39___ the business. It is important that senior managers explain decisions clearly to workforce. This takes communication and leadership. The best approach is ___40___ managers to see the workforce as internal customers. Staff service should be as important as customer service. 100Test 下载频道开通

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