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PS

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Relationships

Byers, M. and Groves, D. L. 2001 Cooperation: Key to Management Problems. Appalachian Associates, Bowling Green, Ohio.

Waldinger, R. and Schulz, M. 2023 The Good Life: Lessons from the World's Longest Scientific Study of Happiness, Simon and Schuster Building, Manhattan, New York City, New York.

The two books that have a great meaning to this issue are: The Good Life: Lessons from the World's Largest Scientific Study of Happiness and Cooperation: Key to Management Problems. Both of these publications emphasize relationships as being a critical element to the development of happiness/life satisfaction. This was a critical element identified in this issue of Visions. The organization as well as the individual must be able to achieve their interests, needs, meaning in life, and dreams. This directly depends upon the development of positive relationships within and outside the organization. Life's problems always present challenges and the individual must have the ability through emotional intelligence to be able to work through these opportunities. A positive environment within the organization is essential. The organization must, where possible, view their operations as a life's experience endeavor. The individual can reach into their life experience through the cultivation of services that have a critical emphasis on positive life experiences. The organization can help in the positive development of the individual through a culture that has the potential of working from a life's perspective. The primary idea is the use of emotional intelligence to help the individual to achieve their goals and objectives. When this occurs, the individual will be available to provide positive contributions so that the organization can achieve its goals and objectives. The critical element is when there is functionality within the individual's life or the organization. The key question is how significant moments can be created at each stage of an individual's life. The significant moments have the ability to have far-reaching effects. When dysfunctionality occurs, it is very difficult to turn around the organization and the individual. Cooperation and the development of relationships is the key component to having the organization and the individual move in the same positive direction.

Revised Definition of employee/workplace services

Non negotiated benefits not required by employers or employees which show a caring and a concern for each other.

This definition specifies types of relationships in regard one group not controlling the other as well as actions that are the direct result of independent decisions/voluntary behaviors. This is what distinguishes employee/workplace services from the basic theories of personnel administration. In a book by Zeynep Ton (The Good Job Strategy: How the Smartest Companies Invest in Employees to Lower Costs and Boost Profits/2014), the basic focus of the thesis is the investment in people as a primary element to the achievement of success. The employees that have substantive pay, training, and are motivated will generate the additional dollars that will result in a positive investment. This type of investment leads to operational excellence because of respect. They are engaged in the process because they have ownership and are an integral part of the culture.

The four components that were identified that make the difference in traditional retail were: offer less, standardize and empower, cross train, and operate with slack. These are the elements that make a difference between a good and a standard operation.

Quote

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The second ingredient of the good job strategy is investment in employees. Model retailers invest heavily in their employees. They view their workforce as a valuable asset to be enhanced, not as a date, scary expense to keep under tight control. In these companies the employees are seen as the key to the company's success-not only in word but indeed. One could say that the company puts itself in its employee's hands, then does its best to make sure those hands are strong, skilled, and caring.

Quote

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Companies that pursue the good jobs strategy achieve something the others do not: they satisfy employees, customers, and investors all at the same time. Even if we look at no more than their functional performance, these companies perform better than their competitors do. And, as we saw all in the last chapter, the benefits of the good job strategy go beyond their great performance. These companies enjoyed strategic advantages that allow them to stay competitive over time: they are better at adapting quickly to change in the marketplace and more able to differentiate themselves from their competitors by creating relationships with their customers and giving them reasons to shop there.