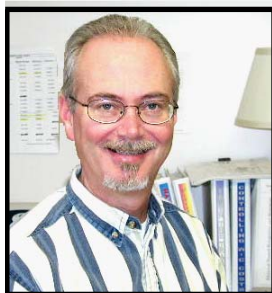


# The T.A.P.E Tip Sheet

Human Resource Support from The American Professional Employer©

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## HEART ATTACKS: THE SILENT KILLER WITHIN THE WORKPLACE

By  
Gregory Newsome  
Risk & Safety

Sudden cardiac arrest (SCA) can happen anywhere, to anyone, at any time. It is a disruption of the heart's normal rhythm, which can quickly lead to death. Defibrillation, a shock to the heart, is the only treatment. An automated external defibrillator (AED) delivers this lifesaving shock.

Due to its easy to use design, the AEDs are becoming very popular in such places as hospitals, industrial locations, airplanes, health clubs, restaurants, golf courses, and offices around the country, and with the on screen instructions anyone can use the AED with little training.

The chance of survival after a SCA decreases 7 to 10 percent every minute and after 10 minutes it is practically nonexistent. More people die from sudden cardiac arrest than from house fires, prostate cancer, breast cancer, and automobile accidents combined.

Every company should have a 4-minute response time from your emergency responders, such as police, fire, and EMS, but unforeseen delays could hinder their arrival making the AED a necessity to your safety program. OSHA released a bulletin, TIB 01-12-17, that **states "Employers should consider use of AEDs at their worksites to reduce the time to defibrillation with the goal of improving survival."**

If you would like the OSHA technical bulletin or pricing for the AED, give Gregory Newsome a call at 330-668-1845, extension 24.

Nothing great will ever be achieved without great men, and men are great only if they are determined to be so. -- Charles DeGaulle

Set your expectations high; find men and women whose integrity and values you respect; get their agreement on a course of action; and give them your ultimate trust. -- John Akers

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## HOW WOULD YOU RATE EMPLOYEE MORALE WITHIN YOUR ORGANIZATION?

By Human Resources

Employee morale will always be a continuing business concern. With the change in the economy and the changing needs of business, employee morale can become a very pressing issue. Lack of employee morale leads to lower levels of production, illness, and increased turnover. Many employers feel the best way to handle morale problems is to offer employees more money. However, research shows employee morale is very seldom about money. More often it is about how the employee is treated. **By boosting morale you can increase productivity, reduce stress, sick/personal day use, and turnover.** As high turnover rates impede production and increase costs for employers, it makes good business sense to keep current employees satisfied.

Some tips for improving employee morale:

1. A company that knows the accomplishments of its employees and gives some form of appreciation for them, will not only keep its employees but will outperform their competitors. Forms of recognition should be accompanied by positive reinforcement. Employees should feel valued and respected. Value all employees for who they are and recognize the contribution each person makes to the organization. Take the time to let them know you appreciate the work they do. Tangible rewards, such as bonuses, time off, small gifts, being taken to lunch, are all effective ways to show appreciation, especially when done more frequently than once a year.
2. Show pride in your staff. If you expect your employees to be loyal to you, be loyal to them.
3. Don't be a dictator. A dictatorial image creates employee resentment.
4. Be fair and honest with everyone.
5. Celebrate successes. When people work hard to complete a project, acknowledge the accomplishment before tackling the next challenge. Celebrating today's success gives inspiration for tomorrow's effort.
6. Employees are more productive when their work environment is comfortable, pleasant and organized. Make sure heating, ventilation, and air conditioning systems work properly.

## SUGGESTIONS TO INCREASE EMPLOYEE MORALE ...(continued)



6. Space desks so phone conversations can be private and the noise level is comfortable. Check the parking area and walkways. Are they well lit and safe for the employees who work after dark?
7. Listen! This shows you care and understand employee concerns. Take time to explain decisions and listen carefully to the employee's response, even when they don't agree with you. This will acknowledge their importance – and who knows, the employee may be right!
8. Don't swear. Profanity makes many people uncomfortable. Employees will find it difficult to respect someone who uses profanity and find it harder to believe you have respect for them.
9. Recognition programs can be an excellent way to boost productivity and morale. It's important to tailor the recognition program to what motivates the employee base. Getting some time off may motivate workers who put in long hours on a successful project. Tickets to a sporting event or ballet, a gift certificate to a restaurant, such as your local Ponderosa, a thank you note and flowers can also be appreciated. The key--know your employees.
10. Don't use recognition programs to mask inadequate compensation packages.

**Improving employee morale and keeping employees happy should be an on going project. By showing respect and appreciation for your employees you will get their appreciation, respect, and dedication to hard work in return. This will keep your employees energized and motivated which help make your company successful.**

For more tips or information on employee morale, please contact our office at (330) 668-1845.



On every last Friday of every month Lou Bologna, President of The American Group, shows his appreciation for his employees by having "TAG Fridays" with pizza and other food and fun.



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The New Standard of Freedom**

## DO YOU HAVE AN EMPOWERED WORKFORCE?



### **Stephen J. Tomasko**

*Providing Executive Human Resource Guidance and Direction to Organizations with over 35 years of Management Experience*

A company's success, both short and long term, is highly dictated by the effective communication that takes place in the organization. It is the communication of a company's inherent value system, including respect, honesty and providing good customer support that needs to be recognized and instilled in each employee's daily activities and teamwork efforts. Values are the core framework, which define a company. Defining and incorporating these beliefs into each team member will enhance your organization's ultimate collaboration and allow them to make better decisions that are in alignment with the company's goals and visions.

The American Group believes in empowering their employees with the ability to communicate these shared values on a daily basis. This can best be accomplished through increasing each employee's interpersonal communication skills and awareness of the organization's values. We believe that each employee has the ability to be his or her own self-leader. It is this belief of empowering each employee with effective communication skills that will allow them to work together in fully productive teams and to achieve optimum results. We have incorporated these principles into our new Building Empowerment and Teamwork Through Effective Communications Program. Our Human Resources Consultant, Stephen J. Tomasko, conducts this exciting program. We will be offering an informative and entertaining two-day workshop that will increase awareness and enhance each participant's interpersonal communications skills.

**Reinforce your company's values  
with effective and creative  
communication techniques.**

Being involved in a number of team building and consensus-oriented exercises, participants become keenly aware of their behavior and how it impacts their working groups. As a result, **this workshop builds morale, improves communications, increases teamwork, instills the values of honesty and good customer support, and ultimately creates a solid foundation for successful cost-saving and efficiency producing employee involvement within your organization.**

This powerful program has helped create positive change in the lives of hundreds of participants and in the growth and success of their organizations. For more information on this exciting up-coming program call Hilarie at (330) 668-1845.

*Due to the interactive nature of this program participation is limited to 20 people. Our first program will be held June 20-21, 2002 at the Hilton Inn located in Fairlawn, OH.*

***\*Please Remember: the savings and value we provide our clients are based on large group buying power. Help keep your benefits and administration costs down—refer other business owners. Thanks!***