

Get To Know Your Employees

By Bill Gilbert

If you want to get the most from your employees and keep them with your organization, you have to know them better than they know themselves.

So how do you do that?

1. If you are hiring new employees, do a thorough job of it. Carefully probe into the individual, not only their resume but their characteristics vis a vis your Top Performers, do intensive interviews, conduct background checks. For more information contact the author for the article [Finding Top Performers When Jobs Go Begging](#).
2. Whether hiring new or getting to know existing employees better, use assessments to understand what makes them “tick”, what motivates and how they think. The quality of some employee assessments has greatly improved over the past ten years due, in a large part, to technology. They can be used for hiring, coaching, succession planning, building teams and team building. However, BEWARE! There are good and bad assessment tools out there and there are good tools used for the wrong purpose. To help you evaluate which tools are best for you, contact the author (bill@gilbertassociates.ca) for his [Assessment Checklist](#).
3. Observe their behaviours at work. What are their work habits? How do they interact with others? How do they personalize their work space?
4. Build relationships with your employees. Get to know them, both formally and informally. Hold regular coaching sessions to understand them better and to help them achieve their work and career goals. Ask them what motivates them. Sit down with them over lunch or coffee. Talk about more than work. Over 75% of their life happens away from your workplace. How can you get to know them by only looking at 25%?
5. Where possible, use team building exercises. It allows you to observe your employees in a different situation.

Employees are the face and the backbone of most organizations. Understanding them is the first step in ensuring success in achieving your organizational goals.

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