

**STYBEL
PEABODY &
ASSOCIATES, INC.**



Laurence Stybel, Ed.D., and Maryanne Peabody, MBA, founded Stybel Peabody Associates, Inc.

"Happy Birthday" To Find Out What is "Really" Going on In
Your Organization.



How can leaders obtain valid information about their organizations and customers without violating the chain of command or subjecting employees to time-consuming online surveys of organization climate?*

How can leaders short on cash but high on employee burnout improve morale yet keep command of their own busy schedules?

We have a two-word response for these leadership problems: Happy Birthday!

Leadership's Information Bubble.

As organizations grow, the chain of command structure becomes an efficient way to accomplish tasks and a way to keep leaders in an information bubble. As information moves up the chain of command, it becomes sanitized. By the time they find out what is really going on, it is often too late.

You want to find out what's going on. And you do not want to violate the chain of command structure.

Happy Birthday to You:

There are two dates in almost every employee's personnel file: date of hire and date of birth. As your HR person to provide you with a monthly calendar of employees having birthdays of hiring anniversaries. Add it to your mobile device.

You now have two times a year when you can directly contact an employee without upsetting the chain of command structure.

In some cases, you might wish to take the employee out for a meal. In most cases, a simple telephone call will be sufficient. For example:

"Janice, this is Mary Smith. According to our files, today is your birthday. I wanted to take this opportunity to thank you, Janice, for all you are doing for our customers. Your work is greatly appreciated."

Keep it simple. Avoid emails. Make it personal.

Summary and Conclusions:

In 1982, John Naisbitt introduced the concept “High Tech High Touch” in a chapter of his popular book, **Megatrends**: as technology becomes more pervasive in our lives, the power of highly personal interaction increases.

Your employees may be under high stress. You may be the victim of filtered information as it percolates up the chain of command. A phone call to wish an employee happy birthday or to congratulate the employee on a work anniversary is a personal way stay in touch with your team twice a year without violating the chain of command or destroying your busy schedule.

- Many thanks to Bill Flynn, Arnie Wensky, and Andy Freed.

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Stybel Peabody provides companies with “leadership and career success” for valued senior level talent. Core services include retained search for leaders on Boards or whose jobs touch Boards (Board members, CEOs, COOs, CFOs), leadership coaching, and

executive-level outplacement for leaders who should be networking with Board members.

The readers of *Massachusetts Lawyers Weekly* voted Stybel Peabody Associates, Inc. “Best Outplacement Firm” in 2020, 2019, 2018, and 2017.

For a free 30-minute consult, contact:

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