

THE Enterprise



Excel Through Employee Motivation

Dear Kathleen: "The workforce seems to have changed more in the last year than it has in the last decade. Especially in light of 9/11. Times are difficult for everyone. What can be done to get through the tough times?" Frank, Government Worker, California.

You're right, Frank. Circumstances in the workforce are changing rapidly. Organizations we assumed would be around forever are floundering, employees are overworked and often underpaid, and illegal practices are being uncovered. For many, the picture is bleak. For others, however, there is more opportunity today than ever before. An important key to success as companies move forward will be the level of commitment and motivation by employees.

Unfortunately, many managers and owners see employees merely as a means to an end. They've lost sight of the fact that without a strong team, the company may not succeed.

Although Utah businesses are experiencing an extraordinarily high

In two industries that traditionally have a huge turnover, the Pappas' have many employees who have been with them several years beyond the average. One reason is that they honor the importance of family in their employee's lives. An overriding company value is that a strong family unit allows people to be more focused while they are at work.

"We have a great respect for diversity in our companies. People from every walk of life, religion, lifestyle, heritage, and race. We live diversity. In many ways this sets us apart from other companies. We care about our people and they know it."

The Pappas' module includes being open to ideas from their employees, paying people on time, being honorable in all their dealings, sticking together, communication, being clear on the fact that everyone contributes to their success, acknowledgement and appreciation. Additionally, they willingly give back to the

failure rate, one group of business owners has developed a unique model of success that began over forty years ago. What started as a tiny, family owned business based out of a garage, has turned into two very successful corporations headquartered in the Salt Lake Valley with offices in Linden and Ogden.

Roofers Supply, provider of one of the largest selections of roofing supplies to commercial and residential clients, and Pappas Builders Supply, a long haul trucking and dispatching company, are models of what's possible regardless of the economy. Dino, Stephanie, John and George Pappas, fondly referred to by customers and employees as "Steph and the Boys," have proven they are in business for the long haul. The Pappas' are quick to acknowledge their success is due largely to the dedication, loyalty, commitment and hard work of their team.

The roots of their success date back to when their mother and father started the business. With obvious pride in the legacy their folks began, "Steph and the Boys" have a model for success that can be applied to virtually any business, regardless of size or yearly revenues. A legacy of respect, trust, family and commitment.

Without hesitation Stephanie explains the formula. "We are committed to human development. First and foremost are our people. We get to know our people individually and we honor who they are. Of course, as we have grown, that has presented some interesting challenges. It is key to our success to remember why we are in business. There is not a day that goes by that I don't realize how important they are. We want to provide a good means of living. The thing that is in

community. Some of the programs their team gets passionate about are the yearly Holiday Food Drive, participating in the Taylorsville Parade, Project Mexico, the Make-A-Wish Foundation and the Christmas Box House.

"When people ask me what it takes to succeed in business, the thing that comes to the forefront again and again is something Mom and Dad taught me and the boys. Always treat your people with care and be willing to let them know how much you value them. They are what creates the experience of success for your business."

Anyone who knows the Pappas' knows this to be true.

Columnist Kathleen Gage is a business consultant, keynote speaker and trainer. She is the author of Message of Hope and Workplace Miracles. Visit www.kathleengage.com. or call 801.466.3630. Email your questions on employee motivation to Kathleen Gage at turningpoint@utah-inter.net

the front of my mind is that I am not just here for me. I am here for 70 other people on my team.”