



Laughter Can Be A Cure For Workplace Ills

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On a national level, employee satisfaction, worker productivity and customer service continue to be priority items for managers, supervisors and human resource professionals. The challenge for credit unions is to achieve high levels of productivity and member service, while maintaining a satisfied, motivated workforce. Not an easy task, but not impossible either.

Furthermore, these objectives are not mutually exclusive. And the solution does not have to drain the bottom line.

Certainly, a fair salary and competitive benefits contribute to worker satisfaction, but other parts of the solution cost little or nothing, and having fun at work is no exception.

A survey published by Training and Development magazine revealed that 84% of HR managers said employees with a sense of humor do better work and 97% of executives agree that humor is valuable in business. Additionally, studies have proven that humor greatly reduces stress. So why don't more companies encourage humor at work? I simply don't know and I get stressed out thinking about it (that was a joke).

Statistics aside, I feel that most employees would prefer to work at a place where humor is appreciated and encouraged. I know I do.

And besides, the benefits are virtually endless! Companies that have taken a proactive approach to having fun at work have found that it facilitates communication, improves productivity, builds relationships, energizes employees and encourages creativity. Now, if you do not want energized, creative, productive employees, stop reading.

But if you want these benefits for your work environment well read on, because the fun starts here!

Let's first dispel some myths.

1. *Work is no place for fun.* Considering that most adults spend the bulk of their waking hours at work, why shouldn't work be fun? Reduced absenteeism and tardiness have been some positive side effects of encouraging fun at work.
2. *Having fun is a waste of valuable time.* Simply false. Studies show that having fun at work results in increased productivity and more creativity. Sounds like more loans to me.
3. *Laughter equals goofing off.* Not so. A good laugh counteracts boredom, reduces personal conflict and releases tension.
4. *Workplace fun will lead to harassment or other bad things.* Only true if not kept in check. As with other initiatives, introducing fun at work must be endorsed, guided and monitored by management.

5. *Our members will not understand.* Well, I have been witness to a few Annual Conventions and credit union conferences in my time, and in my professional opinion, your members like to have fun.

Although I do not recommend that you transform your lobby into a full-time Macarena dance floor, there are many ways that you can infuse the workplace with fun and not sacrifice productivity and member service.

The key is being serious about work, but not taking yourself so seriously. If you had to re-read that sentence two or three times, you are too serious and I recommend that you start having fun immediately.

So how do you initiate a fun-at-work environment? Here are some ideas:

Celebrate successes. When a new branch opens, a new SEG signs on, the data processing conversion is complete, or the NCUA exam is a success - Celebrate!

Make it a top down approach. Happy managers create happy employees and happy employees create happy members. I personally know a credit union CEO who slides into a tub of Cool Whip every year. The credit union is successful and the members still take out loans.

Consider passing out Silly Putty along with the agenda at your next senior staff meeting. It reduces fatigue, minimizes doodling and prevents that annoying "fade-off". Note: you have to open the container and play with the stuff to achieve these benefits.

Reserve a go-cart Grand Prix raceway as the venue for your next team-building meeting. Sounds like more fun than a hotel conference room to me, but then again, exhaust fumes tend to excite me.

Have employees post anonymous childhood photos of themselves and have a contest to see who can match the goofy-looking kid with the goofy-looking manager. I did this one time and my co-workers concluded that I looked like Ernie on My Three Sons. The nickname stuck even after I got new glasses.

Encourage role playing in training sessions. There's simply nothing better than witnessing a Robert DeNiro-wannabe trying to collect a past-due loan.

But remember,

- Fun is not telling ethnic, off-color, or otherwise inappropriate jokes.
- Fun is not practical jokes or pranks.
- Fun is not being sarcastic.
- Fun is not sexual jokes, comments or innuendos.
- Fun is not making fun of coworkers, management or the Board.
- Fun is not a case of beer on Friday afternoon.



And finally, fun should not be mandatory. If for no other reason, it just seems wrong to suspend an employee for refusing to lighten-up.

Personally, I like to compare work to raising kids. There's a time to be serious and a time to be light-hearted. It takes a combination of the two to make the job a success.

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