

# Traits of Indispensable Employees



If you've ever managed a team or overseen a department you've surely noticed people in your organization that stand out. Sometimes it's for the wrong reasons but other times it's because these individuals set themselves apart in ways that others don't. These people go above and beyond the call of duty, move up faster than their colleagues, have the best interests of the company in mind and are willing to do whatever it takes to ensure the success of the organization and everyone around them. In short, you would do anything keep these people around.

So what traits do these folks have that sets them apart?

## Want for Continuous Improvement

One trait that all great employees have in common is a will to get better at what they do. While most employees are satisfied to remain in their roles and simply do what they are asked, the superstars are always finding ways to improve their performance. What these people understand that others don't is that in order to stay on top, they constantly have to keep learning and getting better. Whether that means continuing education or an insatiable desire to move up quickly, these people are any organization's most valuable asset.

## Personal Growth

Not only do [exceptional employees](#) do a great job in the workplace, it's evident that they're obsessed with personal growth. These individuals have curious minds. In the evenings and on the weekends, you'll find them reading books about business, science, history or philosophy. They're always seeking new ideas and

perspectives that shape who they are as people. In the workplace, you'll often hear them sharing fresh ideas or new perspectives with those around them. Simply put, these people have a zest for life and new experiences and that translates to workplace as well.

## **Discipline**

It's no secret that discipline leads to success. That doesn't pertain to only the workplace though. Employees that stand out have their lives in order. You won't find them out partying on weeknights, eating unhealthy foods or wiling away in the EZ Boy for hours on end when the day is done. It's evident that the best and brightest see their work as part of a larger picture that is their life and they have the discipline to maintain a healthy balance in everything they do. They know what's best for them, their co-workers and the organization and would never do anything to compromise what's important.

## **Self-Deprivation**

No one enjoys doing things they don't want to do. Indispensable employees however, understand that doing things they don't enjoy is a fact of life and necessary at times. They are tough and courageous. In the workplace, they aren't afraid to have difficult conversations if it means bettering the organization or those around them. They're also the ones willing to take on tasks that no one else wants to perform because they know the job has to be done.

Away from work these people are experts at saying no. When everyone else chooses to stay out late or blow off steam, you'll find these people doing things that relax them and help them get recharged because they know they have to be at their best the next day.

## **Emotional Stability**

Everyone has ups and downs both at and away from the workplace. How individuals handle the constant ebb of highs and lows says a lot about who they are as employees and people. When most employees can't help but bicker, gossip and backstab, the best of the best know that this behavior is poisonous. These people celebrate successes and acknowledge low points but remain even keel and

are low-maintenance. They know they have a job to do and aren't going to let anything distract them from achieving the results they want.

## **Make Others Better**

While your best employees are very much focused on their own development and improvement, they recognize the value in making those around them better as well. If they learn a new skill or come up with a more efficient way of getting things done, they readily and enthusiastically share it with everyone involved. The best employees have a fundamental understanding that if individuals in the organization improve, the entire organization becomes better as a result.

Indispensable employees are few and far between. Sometimes they're hard to notice because they aren't the attention-grabbing power-hungry type. Often times they fly under the radar because they are so laser-focused on improving themselves and those around them. It's important to recognize these folks though because they are your greatest asset. Failing to do so could result in a catastrophic loss for your team, department or company.

If you are struggling to put together a strong team, contact me, Jeff King. I am a [Regulatory and Quality Recruiter in the Bay Area](#). I provide [hiring services for biotech, pharmaceutical, and medical device industries](#).

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## **Soft Skills that Employers Want in a New Hire**



We've all been in the position of looking for a new job for one reason or another. Whatever the reason may be, searching for a job that fits your skillset comes down to more than having the best cover letter and updating your resume. Sure, those things might land you an interview but if you want to set yourself apart from the competition it's crucial that you demonstrate to your potential employer that you have the intangibles, or soft skills that it takes to do the job. Not sure exactly what soft skills are? You're in luck as we define them below and highlight the most important ones that employers are looking for.

## **What's the Difference Between Hard and Soft Skills?**

There's no denying that hard skills are needed in every job. These skills are teachable and quantifiable. Skills like language proficiency and computer programming may be essential for the job and your performance can easily be measured.

On the other hand, the term soft skills references things like your ability to show up on time, meet deadlines, communicate with clients and work in a team. Though they are tougher to measure on a standard review or evaluation, soft skills are noticeable and can make or break your chances of landing the job you covet.

## **Solving Problems**

Let's face it, the vast majority of jobs in the modern workplace entail far more than what is written in a job description. While certain tasks and expectations should be explicitly laid out in front of you, you're going to be expected to think outside the box and handle challenging situations in an effective manner. If you're

headed in for an interview, you best be prepared to discuss situations in which you've had to be resourceful and overcome adversity in the past.

## **Cultural Fit**

Even if you have hard skills that jump off the page to a hiring manager it's equally important that you're a good fit for the company culture. Is the company one where both hard work and fun are valued? Are you expected to wear a tie every day or is denim on casual Fridays the norm? If you take the time to do some preliminary research about the company and its culture, you'll not only be better prepared for the interview but be able to gauge whether the company's core values align with yours or not.

## **Dependability**

One of the top skills that employers look for is dependability. Though they may seem simple, habits like showing up on time, meeting deadlines and being readily available go a long way in determining your value as an employee. If you land an interview be prepared to honestly answer questions about your work ethic and share examples of how you've demonstrated dependability in previous jobs. This is also becoming more important as some employers are allowing employees to work remotely on occasion or on a regular basis. And if you seek a position that allows the flexibility to work from home, or should make sure you have some good examples of when you've done that and met your deadlines.

## **Coachability**

Let's say that you have all the skills and experience necessary to do the job you're applying for. It's easy to think that you'll jump right in be a catalyst for success. Even if such is the case though, it's a virtual certainty that the processes and systems you'll be working with are different from what you're accustomed to. Having an open mind and being willing to listen shows your employer that you're open to learn and can easily adapt. In my years of recruiting, I've seen numerous occasions where the person that was hired was not the one with the strongest technical skills, but the one that showed more enthusiasm and willingness to learn what they didn't know.

# Being Open to Feedback

If you're just starting out in a new job there's going to be a significant learning curve. It's almost a guarantee that you're going to make mistakes, and that's understandable. How you handle feedback however, is what can set you apart. Are you open to suggestions or do you shut down and see constructive criticism as a personal attack? If you take your ego out of play and welcome feedback from others, you'll quickly be seen as a team player that adds value to the organization. Conversely, if you take criticism as a personal attack, you may be viewed as someone who will cause problems within the group.

# Taking Initiative

While it's important to do more listening than talking when you first take a new job, employers value people who aren't afraid of taking initiative. During an interview you'll likely be asked to talk about a time when you came up with a new idea and how it was implemented. If you can demonstrate that you're comfortable with thinking outside the box and putting those thoughts into action your employer will know that you bring a lot more to the table than simply being a task master.

# Flexibility

There's little doubt that rigidity can be the kiss of death in the workplace. Whether you're working in accounting or as an events coordinator you're going to be asked to adapt to change and reprioritize at some point. Do you become flustered or are you able to take everything in stride? Your ability to meet a deadline a day earlier than expected or change the scope of a marketing campaign at a moment's notice goes a long way in the eyes of your employer.

There's no doubting the value of a polished resume and being prepared to highlight your skillset in a job interview. What's going to set you apart however, is your ability to demonstrate the soft skills necessary to be effective in the workplace. Are you willing to listen, learn and adapt? Do you work well with others in a collaborative environment? Are you capable of voicing your opinion and implementing new ideas and methods? If you can answer yes to these types of questions and demonstrate soft skills to your employer, you'll set yourself apart

from the competition and greatly increase your chances of landing the job.

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# How-To Keep Employees Engaged With Their Work



Every empowered team has one thing in common - they are engaged with their work. Achieving engaged employees may seem simple. Unfortunately, only 32 percent of workers are engaged in their jobs. As a business owner, this is a frightening statistic! We want employees that are passionate about their careers.

As a recruiter, I seek candidates that enjoy their career field. However, after I find the employee, it's up to the business leader to keep them happy. Learn six tricks to keeping your employees happy at work.

## Be Transparent

Transparency should be core in a company's values. It develops trust and productivity within the organization.

To be transparent, make important information available. This does not mean that you should broadcast your company's finances. Instead, create charts on the progress of meeting company goals.

You can also trust employees to make decisions. This may seem scary at first. After all, you are loosening the reins when an employee starts making decisions.

However, they will become more invested in company operations and will learn to take ownership of their projects.

## **Take Responsibility for Mistakes**

Nobody wants to take blame for something that was not their fault. It will be very difficult for you to maintain the respect of others if you do not take responsibility for your actions.

Apologize when you know that your decision was not best for the company. Your employees will appreciate your honesty and you will gain their respect.

## **Make Training Available**

Employees who are enthusiastic to learn are some of the best additions to your team. Make sure training is available to help their skills develop. This could be webinars, online courses, mentoring, or job shadowing. These passionate employees can potentially be your managers and directors. By providing training and learning options you increase the chance they will want to stay on your team.

## **Allow Individuality in Dress Code**

Suit and tie attire are a thing of the past for most jobs. Allow your employees individuality in their clothing -within reason. You can provide guidelines for what is appropriate such as no t-shirts, jeans or sandals. However, small changes that allow self-expression can make employees feel more engaged in their job position.

## **Thank Employees for Good Work**

Everyone likes to know that they are appreciated. Acknowledge your employees hard work. For large projects, you may choose to reward an employee with a gift certificate, bonus, or extra vacation time.

See [20 Techniques for Acknowledging Your Employee's Good Work](#) for ideas on thanking employees for their good work.



# Provide Flexibility on Hours

Different employees are more productive different hours of the day. If your office allows the flexibility, provide your employees with a two-hour window for coming to work. For example, your employees must start work between 7:00 AM - 9:00 AM. They can leave from 4:00 PM - 6:00 PM. This flexibility works for employees that workout in the morning or drop their kids off at school. It can also attract potential employees that have a long commute or have to deal with a lot of traffic that might not otherwise consider your company for employment.

Take the time to build a company with engaged employees. You may find that you have a decreased turnover rate, increased productivity, and you have a team that is easier to manage. Not to mention, you will build a healthier, happier working environment.

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## 20 Techniques for Acknowledging Your Employee's Good Work



Acknowledging your employees for a job well-done can have a great reward for your company. Unfortunately, few employers take the time to reinforce their employee's good efforts.

According to Author and Motivational Speaker, Bob Nelson, only 58% of employees receive a "thank-you" at work. This is a very low statistic. There is no

excuse to not thank your employees for their work.

The following are a few statistics of employee response to positive reinforcement in the workplace. The figures have been acquired by a survey conducted by Maritz Research:

- 5 times more likely to feel valued
- 7 times more likely to stay with the company
- 6 times more likely to invest in the company
- 11 times more likely to feel committed to the company

Acknowledging your employee's good work can be one of the best things that you do for company culture. If you don't thank your employees than its time that you start. Learn 20 simple methods to thanking your employees for a job well-done.

## **How to Thank Your Employees for a Job Well-Done**

### 1. Personal Handwritten Notes

Handwritten notes are always more effective than emails. Write a note on a special "Thank-You" card and deliver the card to your employee personally.

### 2. Employee of the Month

Employee of the Month is a common acknowledgement to an outstanding employee. On top of the honor, you may want to display their head shot and reward them with a bonus or special parking spot.

### 3. Treat Them to Lunch

An employee's enjoyment of the job is many times tied to the relationship with their Manager. Use this time to connect one on one with someone who has gone the extra mile. Is an entire team doing an exemplary job? Buy lunch for the entire team to thank them for their efforts.

### 4. Bonus PTO

Who doesn't want extra vacation time? Reward your employee with PTO to give them the long weekend that they deserve.

### 5. Bouquet of Flowers

Flowers are the classic gift that almost everyone can appreciate. Give a

special bouquet of lilies, tulips or even a bouquet of cookies.

6. **Serve Refreshments to Team**  
End the day with refreshments for your team. This could be beer, wine, or soda on Friday after work.
7. **Grocery Store Gift Card**  
Gift cards can make your employees feel valued and appreciated with minimum effort from the employer. Besides, who doesn't need extra cash for the grocery store?
8. **Amazon Gift Card**  
Amazon is the online store that has something for everyone! With an Amazon gift card, you really cannot go wrong.
9. **Starbucks Gift Card**  
Most of us drink a morning cup of coffee! Combine a Starbucks gift card with a handwritten note as a special "thank you".
10. **Recognition in Company Newsletter or Website**  
If you have a company newsletter, mention your hardworking employee in an article.
11. **Year End Cash Bonus**  
A cash bonus... the "thank you" gift that never gets old!
12. **Company Apparel**  
If you are on a budget, company apparel can be an inexpensive method to rewarding employees.
13. **Gala Guests**  
Does your company collaborate with a charity? If so, provide your employee and a guest with tickets to the next charity Gala.
14. **Impromptu Time Off**  
On warm summer days, we can often find ourselves staring out our office window. Next time this happens, let your employees leave a few hours early to enjoy the sunny weather.
15. **Breakfast Treats**  
Reward your team with their favorite breakfast treats! Donuts, muffins, and a fruit platter are always a great choice.
16. **Work Anniversaries**  
Celebrate your employee's work anniversaries. You could choose to celebrate a 10, 20, or 30-year anniversary with a plaque and cash bonus.
17. **Point Reward System**  
A point reward system is a great method for your employees to meet a

series of small goals at their own pace. Every point they earn will be an accomplishment toward your bonus system. This is a great way to motivate goal planning.

18. Traveling Trophy

Sometimes, competition can be a good thing! Try utilizing a traveling trophy to influence hard work.

19. Work Party

Celebrate Christmas, summer, or special occasions with a work party. Your employees can socialize and meet each other's family. You could hold your work parties at the office, a restaurant banquet room, or a park.

20. VIP Parking Spot

Maintain a front row, VIP parking spot, for your employee of the month.