



*Premier People  
and Property  
Management*

## A Better Understanding

Communication Between You and Your Employees

*Spring is a time for new beginnings.* With that in mind, healthy and direct communication is the most important skill to be mastered in managing your household. Maintaining productive relationships with household staff often presents a communication challenge for employers: how do we tell our hired help what's on our mind? At times, talking and listening to another may be difficult, and one may express themselves too forcefully, too emotionally, or simply not at all, leaving the relationship between staff and employer rocky and tense. Developing a skillful communication style will not only enhance your

work interactions, but will also enhance your home, as successful conversations between you and your staff will shine through the fruit of your employee's labor.

Difficult conversations down the line can sometimes be avoided with a clear and thorough written employment agreement. Clarify as much as possible all aspects of the job. What is your family's daily routine? When should family not be disturbed? How do you prefer the telephone to be answered? What parts of your household do you not want cleaned? What is your philosophy on childrearing? How

should your employee be dressed? Outline all responsibilities of the job at hand in your employment

*“Communication works  
for those who work at  
it.”*

*- John Powell*

agreement and job description and your professional relationship will begin with a strong mutual understanding.



# Spring-Cleaning Tips

1. Formulate a Plan & Set Reasonable Goals
2. Check for Cleaning Supplies
3. Involve your Children (or work while the little ones are napping!)
4. Tackle One Area at a Time
5. Declutter Before Cleaning
6. Use Bins to Organize "Get-Rid of" Stuff
7. Open the Windows for Fresh Air
8. Clean Each Room from Top to Bottom
9. Change Up Your Accessories for a New Look
10. Design a Daily Cleaning Schedule



# Learning How to Communicate in Style

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Practice healthy communication skills daily. You've hired a nanny, housekeeper, maintenance worker, etc. – *not* a mind-reader. Be open and honest. Choose to be direct rather than passive aggressive or subtle; say what you mean. Avoid saying, "if you have time, would you mind..." and instead opt for "I really would like you to..." Develop a conversational style of criticism to prevent any feelings of defensiveness; focus on the task, not the person. Remember, your employee will respond better when he/she is not the problem, but rather the solution: "Let me show you how I like to do this..." or "Why don't we figure out an alternative to this...?"

In the beginning, it may be useful to create a daily report or simple punch list for your employees to document how

job responsibilities are being fulfilled. Weekly or monthly staff meetings can foster open communication and help clear the air when difficulties may arise. Annual performance reviews can be a great opportunity to talk about how the job is moving along and where you might like it to go in the future.

The art of communication is not always easy, especially in a household work environment. Nevertheless, remaining open, honest, and respectful are surefire ways to encourage productive relationships. Keeping these communication tips in mind, you will flourish as an employer, and your employees will be more successful on the job.

