

## What are the 'Secrets' to Being a Best Place to Work in Indiana?

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In thinking about the question posed, it became very clear to me that there really are not any “secrets.” I believe a successful workplace comes with developing three things:

- A clear purpose
- Building the foundation
- Executing

From there, ultimately it comes down to creating a happy workplace, and the question we ask our team members regularly is, “Are you happy?” We believe that happy people are more productive and healthier. Most importantly, because happiness is contagious, if we have happy employees, that energy is going to spread both internally and externally to the customers we serve.

Developing happiness at the workplace starts with setting a clear purpose. We, as an organization, have to answer the “Why” questions. Why are we here? Why are we doing this? In answering those questions, we have developed a clear purpose that allows us to establish well-defined priorities and goals. These lead us to an ability to create measureable improvement as a team. A clear purpose creates alignment across the entire team.

As a next step, we had to build the foundation. As cliché as it sounds (and is), the foundation is laid out

from the top down. From our board, to the executive team and all team members, we take the lead from those that mentor and lead us. If that foundation isn’t solid, the execution doesn’t really matter.

Finally, execution is all of the little things we do to build teamwork and create a happy work environment. As employers, we tend to focus on the things that we do within and for the organization. Social events, recognitions for those that excelled, providing opportunity for career growth and tools to live healthier lives are examples.

But in reality, the most important thing we can do as employers is to allow our employees an opportunity to disconnect from work. In a day of technology and rapid availability of communication, we need to encourage employees to shut it off every once in a while. Simple things like leaving the phone in the car when you get home and spending time with family and friends re-energizes employees when they are at work. What you get in the end are happier, healthier and ultimately more productive employees.

In the end, the most important component of a workplace is not the office, or the coffee bar or the lunch brought in every Friday; it’s the people.