



TenStep Supplemental Paper

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The Resonance Way

Many employees who once derived pleasure from their work have begun to lose interest, energy, and talent. Unfortunately, such employees often begin turning in mediocre performances at the same time increased competition and globalization are demanding excellence and continuous improvement.

It is important to help employees regain their sense of vitality in the workplace. This helps the company retain some of their best talent while also giving employees the feeling that the company values their past contributions and wants them to have a fulfilling and positive attitude towards work.

Talk ' Resonance'

'Resonance' or 'flow' refers to the state of mind where an individual employee is deeply involved with a task, overcomes obstacles effortlessly, and finds the experience more satisfying than the result. For example, in a game of tennis, the player is more satisfied with the techniques he/she used to overcome his/her opponent's moves than with winning the match.

Identify and Rediscover

HR needs to know if employees ever experienced 'resonance' during their careers. Ask employees about their experiences at work or with any other activity. Ask open-ended questions, like how the employee felt when he/she received the award for the 'best performer of the year.'

Revisit a dream

Dreams and personal aspirations play a significant part in an individual's performance at work. People tend to work better to fulfill personal aspirations rather than duties or obligations. However, obstacles like ill health or circumstances often prevent the realization of a dream.

People who were successful and were excellent performers may never have had a dream to work towards. Despite success and fame, such employees never have anything more to look forward to. They do not put in the time, energy, and talent that they once used to. Resonance makes them reflect on work and how they can make it more meaningful.