

## BOTTOM LINE

Companies are expecting market rise and consumer spending because of **China-Pakistan Economic Corridor (CPEC)** project. Companies' top management believes market rebound and extensive demand of human resource in coming years. Prosperity is knocking at the door. Yet while expectations are up, spirits are still down. That's because, despite of economy rebuilding expectations, one essential to business success is still nowhere in planning to its pre-crash levels: **employee trust**.



I found that, quantifying the long term-impact of back-patting and back-stabbing has a definitive link to business performance and organizational trust. I believe **"High levels of trust equals high performance"** which helps organizations build collaborative cultures. If you look at the lower performing companies, in all cases they had lower levels of trust.

High-performing have consistently placed more value on customer and employee relationships than lower-performing organizations. This has served to double workers' involvement levels at the high-performing firm, ultimately making those companies better at retaining key staffers. Meanwhile, low-performing were more focused on cost-cutting and productivity, despite for possibly of their lack of financial success.

According to a recent study, trust levels have declined every year since the financial and political collapse began in the country. By swiftly executing layoffs and cutbacks, many bosses hid their company's problems from their staff, leading to a significant loss of faith in management. Later, as employees vied for their jobs against their peers, trust eroded among the workers too.

Empowering employees, allowing staff to provide solutions and participate in brainstorming sessions is the key to business success. By including all level of employees in the discussion helps everyone to understand the plan of action, and all feel responsible to share ideas for the solutions. Management gets amazing support and ideas to resolve the problem without sending anyone home.

Of course, sometimes leaders must act quickly by making and announcing decisions without additional input. For example if the building is burning down, you don't get people together and say, "What are we going to do?"

So the bottom line is to work seriously on "employee trust" in addition to other strategies to gain full benefit of CPEC operation in Pakistan. MN Learning Solutions (MNLS) can help you to move forward on those lines by customized training sessions and one-to-one brainstorming meeting. Regards,

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