



This leaflet has been produced by the
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Going the Extra Mile



going the extra mile
a guide for managers

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What Does Going the Extra Mile Mean?

The expression "going the extra mile" means to do more than is required or expected of you. It refers to great acts of service where you do something to help others or you make something succeed.

- ◆ Many of you will do this automatically without even thinking you are doing anything special, maybe saying, "this is what I always do, it's no big deal". You like to help relatives, friends and colleagues.
- ◆ Some of you may 'go the extra mile' for a reason or person, pulling out all the stops when necessary. Your energy is directed towards an event when it occurs, and you are quick to 'step up to the plate' and do whatever you can.
- ◆ As employers, 'going the extra mile' in the workplace makes a positive difference, importantly to your staff and colleagues.

Having a workforce that is willing to go beyond their normal responsibilities can have many positive benefits for employers. It can result in higher productivity, lower staff turnover and reduced sickness rates with its associated costs.

Staff willing to 'go the extra mile' is a key indicator of how engaged an employee is.

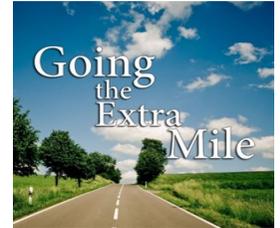
*If staff feel valued and their **time and effort** is rewarded in some way, loyalty is an outcome that inspires, motivates and makes staff believe their contributions are worthwhile.*



Going the Extra Mile In the Workplace

Information for Managers

- ◆ Research shows that the majority of employees are willing to 'go the extra mile'. However, three quarters of UK workers feel the employer never (24%) or rarely (51%) 'go the extra mile' for them (Simply Health).
- ◆ If the employee feels the manager/employer cares about their health and wellbeing they are more than three times more likely to 'go the extra mile'.



Top Tips for Managers

- ◆ Employees want to feel that working extra hours or supporting management decisions is recognised and reciprocated. Thank you is often enough.
- ◆ Provide wellbeing and resilience options for all staff.
- ◆ Create a 'Go the extra mile' Award Scheme for staff. This could be both monthly and annually.
- ◆ Reward positive attitudes that reinforce company values and open channels for honest and effective communication.
- ◆ Reward outstanding contributions for individuals and also teams with a certificate, commending letter from the management/CEO, a gift voucher or give recognition in company newsletter/intranet.

