

## Motivate Staff

- Key ways to motivate staff.

- Share the "big picture" to help staff to see their importance and value.
- Empower team.
  - Avoid micromanaging.
  - Encourage responsibility.
  - Keep the guidelines flexible.
  - Teach problem-solving techniques.
  - Avoid staff dependency.



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## Motivate Staff



- Encourage positive attitudes.
  - Discourage whining or negativity.
- Foster trust.
  - Reinforce the value of honesty and integrity.
  - Encourage staff to trust their decisions.
- Expect the best.
  - Believe positive results come from employee efforts.
  - F.A.I.L. (From Actions I Learn)

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## Motivate Staff

- Get staff buy-in.
  - Create a partnership.
  - Share insights and wisdom among everyone.
- Keep in constant communication.
  - Immediate feedback.
  - Recognize progress.
  - Encourage "feedback up."
  - Active listening.
  - Have an open door for problems AND solutions.
  - Resolve issues when they arise.

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## Motivate Staff

- Advance personal and professional growth.
  - Consider cross-training staff.
  - Build into annual reviews.
    - Find out what areas of expertise staff members want to develop.
- Be a leader.
  - Invite others to lead, too.
  - Actions speak louder than words!

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## Rewarding Staff

- Treat employees well.
  - Catch staff doing something right and tell them you noticed.
  - Get to know your staff and show you care.
  - Take every opportunity to praise staff members in public.
  - Ask their opinion or view.
  - Give awards.
  - Be sincere. Show respect and esteem.

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## Rewarding Staff



- Peer recognition awards.
  - L.I.F.E. (Leadership Is For Everyone) awards.
  - Thank-you notes.
  - Living Our Values awards.
- Incentives.
  - Creative themes and displays.
  - Coupons.
  - Pitch-in meal or special celebrations.

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## Rewarding Staff

- Achieving results from your incentive program.
  - Link to core values or a real business need.
  - Invite employees to select incentives.
  - Keep changing the program.
  - Reward improvement.
    - Not just achievement of the goal.
  - Ensure that everyone has a chance to win.

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## Pitfalls in Leadership

- Actions that damage staff morale.
  - Being unavailable.
  - Insincerity when listening or talking to staff.
  - Always changing course.
  - Leaving people out of the loop.
  - Caring more for a manager's position than for his staff.
  - Delivering tough news by e-mail or a memo.



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## Motivate Staff

- Build staff value at work.
  - What to mentor and teach to staff.
    - Social skills.
    - Optimism.
    - Flexibility.
    - Problem-solving.
      - Invite decision-making.
    - Support of team initiatives.
    - The value of on-going training.
    - Encourage everyone to mentor, when possible.



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## Motivate Staff



- Five ways for staff to stand out.
  - Listen closely to instructions.
  - Ask questions to understand the “big picture.”
  - Seek responsibility and show initiative.
  - Use good manners.
  - Hone your problem-solving skills.

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## Motivate Staff

- Most important steps:
  - Create a fun environment.
  - Encourage laughter.
  - Be accountable and expect same.
  - Teach boundary-setting.
  - Respect yourself and them!



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