Tips for Motivating Staff During Difficult Times

Fall 2009 FOCUS Meeting

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Tips for Motivating Staff During Difficult Times

Agenda:

• Welcome
• What are “difficult times” for you?
• What is “motivation”?
• Tips for motivating staff
• Close
Tips for Motivating Staff During Difficult Times

Define “difficult times” in your area:

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Motivate:

1 a : the act or process of motivating  b : the condition of being motivated
2 : a motivating force, stimulus, or influence : incentive, drive
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   — motiveation al·ly

- Merriam-Webster
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How did you motivate staff during better times?

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What motivates staff?

- Need to achieve
- Burn to learn
- Crave to contribute

Tips for motivating staff:

- Conduct a self assessment
  - are you motivated to do an exceptional job?
  - if “yes” – how do staff members know?
  - What kind of environment do you foster?
    - Boss vs. coach
### Tips for Motivating Staff During Difficult Times

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Tips for Motivating Staff During Difficult Times

Tips for motivating staff:

• Provide genuine positive performance feedback
  • Specific
  • Timely
  • Reward and recognize (more later)
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Tips for motivating staff:

• Address poor performance
  • Morale among high performers suffers when poor performers are not held accountable
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Tips for motivating staff:

- Communicate...communicate...communicate
  - Listen
  - Share information
    - Knowledge is power
    - Uncertainly contributes to low morale
      - The grapevine is faster but not always accurate
  - Are you credible?
  - Hold “coffee talks”
  - Focus on the future
Tips for motivating staff:

• Encourage and support staff development
  • Training
  • University courses
  • Exposure
  • Create a variety of work
    • Find out what interests them and match interest to tasks
    • Give special assignments to those who show initiative
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Tips for motivating staff:

• Make staff part of planning and decision making
  • Seek staff input
  • Encourage creativity
  • Rotate your meetings
Tips for motivating staff:

• Provide reward and recognition
  • Find out what’s meaningful to staff
    • group
    • individuals
Tips for motivating staff:

- Provide reward and recognition: **formal**
  - Performance increase
  - Employee if the Month
  - University awards
  - Recognition awards for classified staff
    - Monetary
    - Leave
  - Send a recognition e-mail and copy the supervisor
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Tips for motivating staff:

• Provide reward and recognition: informal

  • SAY THANKS
  • Write a “thank you” note
  • Create a “Wall of Fame”
  • Cover the lunch schedule so staff take a break together
  • Bring in snacks
  • Celebrate birthdays
  • Hold “staff appreciation day”
Tips for motivating staff:

• Provide reward and recognition: informal continued
  • Give flowers
  • Give an ABCD award (Above and Beyond the Call of Duty)
  • Bring in a motivational speaker
  • Hand out redeemable tokens
  • Allow fun
Tips for motivating staff:

- Foster Work/Life balance
  - Make resources available
  - Support and encourage flexibility, where possible and within compliance
  - Encourage/support community involvement
  - Take care of your stress
  - Take care of staff stress
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Case Study: Lunch with the CEO

Allen manages a staff of seven. This year there were no funds allotted for performance increases. In fact, with more budget cuts looming, the mantra around the division is “just be glad you have a job. But even in the midst of these difficult times, the expectation that each employee deliver excellent customer service has not changed.

Allen wants to motivate his staff to deliver service excellence, so he is planning to implement a “catcher” program. Any time an employee is “caught” delivering great service, he or she will be given a recognition card. The employee who receives the most cards by the end of the quarter will get to go to lunch with the CEO.

Allen hopes this will be a great motivator.
Thank you!

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