

Motivating Staff



Association for Public Service Excellence

Session

- What is Motivation?
- Why it's important
- What's it got to do with me???
- How do I motivate staff?
- Questions

Defining Motivation.....

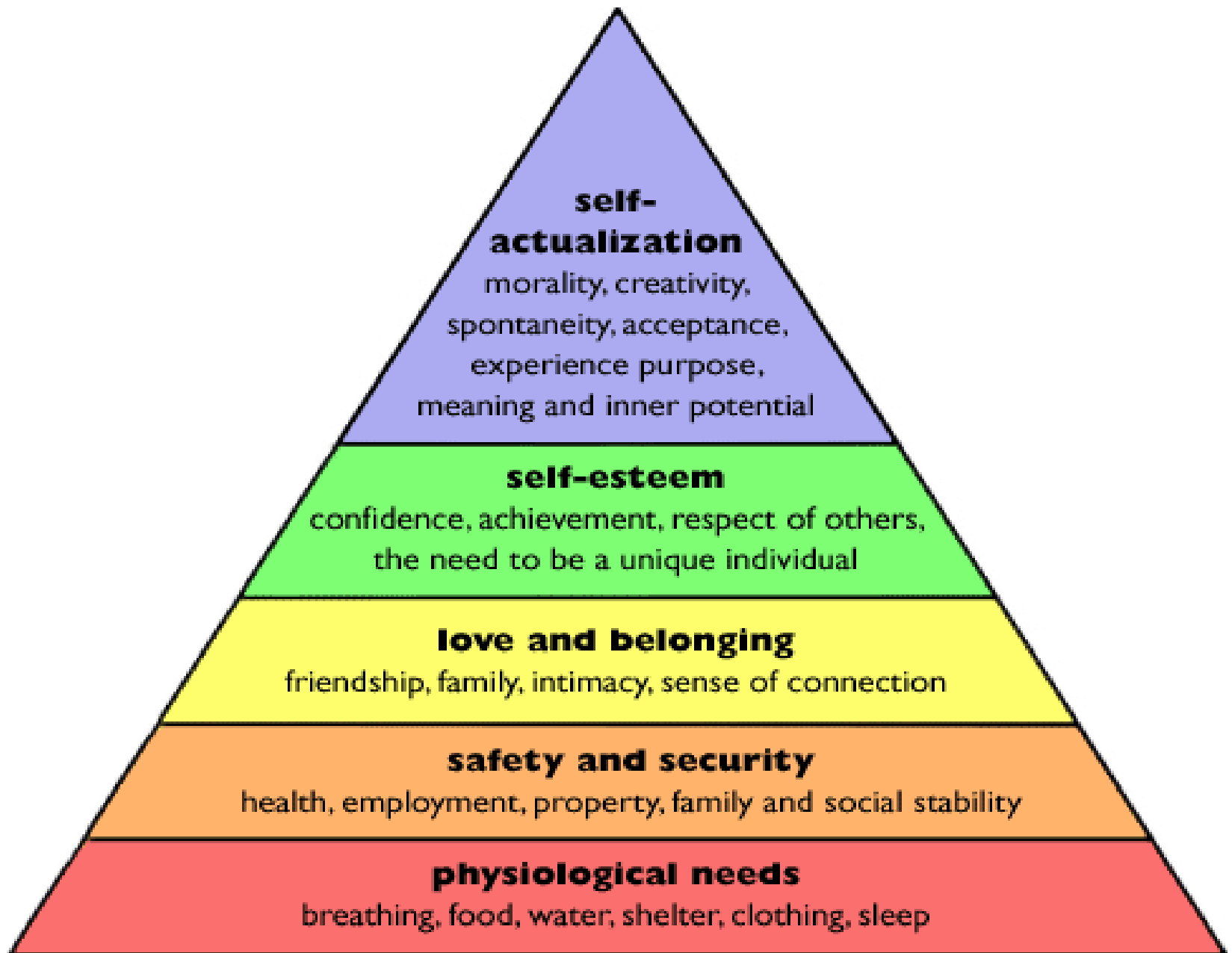
To provide with a motive or incentive to act; induce to act

Improving productivity, quality and service

Implies managers have to do something:

- Apply external influence
- Give incentives





What do motivated staff look like?

- Eager
- Productive
- Confident
- Integrity
- Reliable
- Sense of ownership
- Loyalty



Managing People....

- People are an organisation's most important assets
- A manager's most important, and most difficult job is to manage people
- Unless there is some understanding of people, management will be unsuccessful
- Role: lead, motivate, inspire, and encourage

You can lead a horse to water but....



How to motivate...

- How do you get staff to do, of their own accord, what you are paying them to do?
- Short term = money, perks etc
- Long term = environment, practice etc

Motivation is ACTION

- Your role as a manager is to get results
- Your people physically act to achieve results – they DO
- Requires emotional commitment
- Build self motivation

Elements of great managing

- Know what is expected at work
- Materials and equipment needed for work
- Opportunity to do my best
- Praise/recognition for doing good work
- Someone cares about me as a person
- Someone encourages my development
- My opinions seem to count
- Mission makes me feel my job is important
- Associates are committed to quality work
- I have a best friend
- Someone had talked about my progress
- I have opportunities to learn and grow

Motivate others by..

- Being motivated yourself
- Select people who are highly motivated
- Set realistic and challenging targets
- Increase production
- Raise enthusiasm
- Remember progress motivates
- Provide fair rewards
- Give recognition

“Where Do We Add Value?”

- What are the TOP 3 things we do that **ADD** INCREDIBLE VALUE for people?
- What are the TOP 3 things we do that **DON'T** DELIVER INCREDIBLE VALUE because we can't/don't focus enough time, attention, and/or resources on them?
- What are the TOP 3 things we do that **ADD LITTLE OR NO VALUE** for people?

What's In It For Me?

- You are aware of your resources
- You use it in flexible ways
- You operate at outstanding performance
- You maximise efficiency and effectiveness
- You use innovative, creative and cost-effective ways to nurture your talents and skills
- You maximise results
- You raise self motivation

Avoid

- Assuming you know what drives others
- Assuming others are like you
- Forcing people to act
- Neglecting the need for inspiration
- Delegating work only

DO!

- Recognise that you don't know all the answers
- Take time to find out what makes people tick
- Show genuine caring
- Lead, encourage and guide
- Tell them what you think
- Delegate **RESPONSIBILITY**

A short course on leadership

6 most important words: *“I admit I made a mistake”*

5 most important words: *“I am proud of you”*

4 most important words: *“What is your opinion?”*

3 most important words: *“If you please”*

2 most important words: *“Thank you”*

1 most important word: *“We”*

The LEAST important word: *“I”*

If you're not **giving** the world
the **best** you have,
what world are you **saving** it for?



Thanks

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