

Motivating employees focuses on creating conditions that can stimulate high levels of performance.

My goal today is to share practical strategies that really work, and they don't require a PhD. Any supervisor can use them.

Happiness isn't everything; it's actually a misguided focus.

Many people judge motivation by emotions, especially happiness.

For example group X is very productive, when the pressure is on, they kick it up and they produce quality.

And yes, sometimes they have their grumpy moments.

Now Group Y is a happy-go-lucky group. They are friendly, they like each other, yet they get little done, they don't understand deadlines accountability but they are happy.

You need to reward the right behaviors.

How you reward positive behaviors is less important than the fact that you actually do that.

Acknowledging good performance increases the likelihood that you will see it again. Not paying attention can give your staff the impression that good performance really doesn't matter.

You say you want to be kept informed yet when someone has to share bad news and you lash out at them, what message are you really sending?

When an employee asks for help, do you turn it into a stressful event?

Do you ever say that won't work here when a member of your staff offers an idea?

All of these things are going to discourage the behavior you really want.

And sometimes supervisors unknowingly reward the wrong behavior.

For instance, Melody makes an error, and you see it but you do nothing about it and you just correct it yourself.

Eric misses a deadline, you say that's fine, do your best next time.

When you avoid dealing with issues directly, you encourage the wrong behavior to continue.

You need to motivate people right now.

The longer the time between the performance event and the recognition, the less likely it is to have any lasting effect.

Look for ways to reward performance quickly and do it as much as possible.

Not everybody is motivated by the same thing.

Some employees may be driven by money while others say it's not that important to them.

Be careful to not base how you motivate people on what motivates you.

It may not do anything for that individual staff member.

When you get to understand every employee as individuals you can understand what motivates them to perform.

That takes observation, it takes listening, you need to ask questions.

You don't want to assume, tell and impose your own ideas on your employees.

It doesn't work.

Everybody has a passion.

We think of passion as an intense feeling about and a

strong desire for a particular activity.

When you see people who are passionate about some interest or work, their enthusiasm is infectious.

Passion for something can often drive people to great feats of performance.

The key to tapping into people's passion at work is to find out what gives them that extra oomph or that bounce in their step. What do they really enjoy that drives them to perform?

As a supervisor, you need to walk the walk and talk the talk.

The relationship between the supervisor and employees is one of the most important factors in motivating employee performance and influencing employee commitment.

Generally, the better the supervisor, the more motivated the employee.

Yes, there are exceptions but they tend to be rare.

You need to respond timely to their requests and their questions.

You need to follow through and do what you say you're going to do.

You need to make management by walking around a regular practice.

Be patient, truly listen to understand them and when you've got to give them feedback, give them constructive feedback, don't criticize them.

Then coach them to help correct that issue and when you coach, you want to do it in private, don't do it in front of the other employees.

You need to provide ongoing reinforcing feedback.

Provide consistent positive reinforcement.

Share compliments and feedback you receive about that employee.

Say thank you and mean it.

You need to challenge your employees to excel and amazingly when you challenge them, they do.

You want to discuss their career interests also.

Together, map out a development plan with your employees.

You might want to delegate a challenging assignment that the employee is ready to take on.

You may want to get their input on plans and issues you are facing.

Set up a good, realistic and challenging performance plan and provide regular feedback to your employees on how well they are doing.

When you can overlap personal and organizational needs, and by that I mean the individual's needs be being met at the same time the business needs are being fulfilled, high levels of motivation are stimulated resulting in great performance.

You only find out what their needs are though by spending time with your employees, asking questions of them and listening to them.

Good supervisors use coaching as a motivational tool.

And what they are doing is focusing on getting things done.

The emphasis is to stimulate good performance.

Not just for the short term but on an ongoing basis.

By taking the time to listen to your employees, by challenging them and recognizing them, you can create that work environment that motivates employees to perform at their best.

In our next segment, our Coach's Corner, coach Joette Borzak is going to go ahead and share with you some ideas on some things some things that you can do to help motivate your employees around recognizing performance.