



Motivating Your Employees Objectives and Outline

- A. Understand which job incentives are most important to employees
 1. Rank order ten factors in terms of importance to employees
 2. Compare your rankings to employee rankings
 3. Look at the top reasons why people take jobs
 4. Know the most common reason people leave their jobs
 5. "Recognition is what you do above and beyond compensation to get best effort from employees."
 6. What is the feedback form UT-Houston classified employees concerning rewards and recognition?

- B. Know your role in creating a motivating environment
 1. Start with the assumption that employees want to succeed
 2. A motivating environment comes from the management of positive consequences
 - a. Reinforce behaviors; reward results
 - b. What gets rewarded gets repeated – you get what you reward
 - c. "Catch people doing things right!"
 - d. Match the reward to the person
 - e. Match the reward to the achievement
 - f. Be timely and specific
 3. Make a commitment to appreciating your employees
 - a. The more technical the environment, the greater need for personal and human approach (John Naisbitt's "high tech/high touch.")
 - b. When you treat employees well, you demonstrate how you want employees to treat customers
 - c. Remember "MMFI" – whatever you can do to "Make Me Feel Important"
 - d. The most motivating incentives are manager-initiated and performance-based
 - e. Emphasize success rather than failure
 - f. Deliver recognition in an open and publicized way
 - g. Deliver recognition in a personal and honest manner
 - h. Recognize the "recognizers"



Motivating Your Employees Objectives and Outline (continued)

4. Overcoming the biggest obstacle to employee recognition – finding the time
 - a. Write “thank you” notes at the end of the day
 - b. Wander around and be observant
 - c. Sit tight and be accessible
 - d. Link the activity to your day planner
 - e. Elicit the help of others
 - f. Use voice mail for thank you’s
 - g. Hold “one-on-one” meetings
 - h. Schedule time for recognition
 - i. Assign the responsibility to a team in your group
- C. Assess your team in terms of the “seven habits” of highly motivated work groups
 1. Is your work group reactive or proactive?
 2. Do you have a mission that is clear and motivating?
 3. Do you operate in a crisis mode? A busy mode? A slack mode? A planning and prevention mode?
 4. Do people within your group criticize, compare, complain or compete? Do they find it easy to cooperate?
 5. Do group members make an attempt to understand one another?
 6. Do members tolerate different styles and ways of thinking?
 7. Does your work group take the time to retreat and make the effort to refresh and rejuvenate themselves?
- D. Know the performance rewards that are available to your employees
 1. Challenging work assignments
 2. Professional growth and development opportunities
 3. Paid leave
 4. Progression through the salary range
 5. Merit increases
 6. Promotions and lateral moves
 7. Administrative salary supplements
 8. Informal rewards