

STAFF RETENTION

Fire Up Your Team!

Most organizations have at least one person who is a natural leader. When it is announced that he or she will be leading a new group, people line up to join the team. Workers often want this person to be their mentor or think of this person as a role model.

So how do natural leaders do it? What is their secret to getting people to go the extra mile for them? Some would have us believe that there are people who are born to be leaders. But no doctor in any delivery room ever held up a newborn and said, “Congratulations! You’ve got yourself a bouncing baby natural born leader.” The skills of leadership are learned through experience, and the decision to accept the role is personal.

In this issue of *Your Source*, you’ll find out how to be a leader at work and how to motivate your team members.

Good leaders not only “walk the walk,” they “talk the talk.” When they speak about the future, they are positive and upbeat. They always maintain a can-do attitude. Sure, there are some people who seem to be born leaders. But the best leaders are the people who work at it day in and day out.

Good leaders believe that every team member matters, and they work hard to foster an environment where everyone feels important and valued. It’s no wonder they attract all the support they need to help them achieve their goals.

Go Online Today!

Log on to access *Staff Retention* and other helpful resources in the *Spotlight* section.



Employee Assistance Program

We care, just call.

1-800-222-0364

1-888-262-7848 TTY Users

www.FOH4YOU.com



Log on here!

Answer: C. Mind reading never works. It's better to pay close attention to what the person is saying, so you fully understand what's being said and are not making assumptions.



Which listening technique will NOT make you a better leader?

- A. Pay close attention to what the person is saying
- B. Maintain eye contact
- C. Anticipate what the person will say next
- D. Paraphrase what the person has just said to be sure you understand it correctly

Check your answer on the bottom.

Now That's an Idea!

Although it can be difficult at times, there are a lot of things you can do to motivate your team.

What Can You Do?

- Make sure the team member can do the task
- Show the team member that the task is meaningful
- Create a ‘team player’ of the week or a ‘wall of fame’
- Stay positive and upbeat—it’s contagious
- Show your appreciation with appropriate recognition
- Acknowledge ‘going the extra mile’ performance in front of the team member’s peers and management

What Motivates People at Work?

How people feel about their job and their workplace largely determines how motivated they are. People are often more motivated and have more job loyalty when they feel valued at work, see themselves as a part of the organization and are contributing to its goals. Consider these ways to motivate your workforce, depending on what is appropriate in your organization:

- varied and interesting work
- high-quality training and development
- an open door culture in which management is approachable
- respect for a good work-life balance
- fairness at work
- proactive and regular communication
- regular appraisal and positive feedback
- the chance to socialize with co-workers at organized events
- recognition and reward for ideas

As a leader, you can motivate your team by:

- **Demonstrating trust**—Manage, just don't micro-manage. Trust the individual worker or your team to get the job done. Delegating key tasks can empower workers, and stimulate ideas and productivity.
- **Showing respect**—Managers must show respect to their team before they can expect to be genuinely respected in return. One way to ensure this is to treat all team members equally and fairly.
- **Giving encouragement**—If a team member falls short on a project, don't be fast to criticize; instead, find out what the problem is and try to get him or her back on track. Identify if more training is needed.
- **Valuing diversity**—What motivates one person may not work for another. Be flexible and use your interpersonal skills to get the best out of different types of team members.
- **Celebrating successes**—Be quick to give recognition and praise on a personal level and in front of the entire team.

Improving Teamwork

Every team needs a little extra motivation now and then. Here are some tips you can use as a manager to reenergize and jump-start your team:

Go for a small win. Set an easily achievable goal, and then have team members assist each other to meet the deadline.

Look for innovation within the group. Seek out the ideas and expertise of the least-vocal members.

Encourage each other. Good team players motivate each other to perform up to potential.

Give your team challenging assignments. People are more likely to work together as a cohesive team when they are asked to stretch their limits and think differently.

Bring in extra help if needed. If the team is lacking functional or technical expertise, bring in outside help or training to fill the need. Learning new skills is a great motivator.

Step outside of your role. Be willing to jump in and lend a hand to advance the team's cause. You'll exemplify the teamwork concept when you show that you're not above doing the task and that you understand and value team members' jobs.

*Living Healthy
Working Well®*