

# Inspire and Motivate Your Team

Our speaker: Paula Friedland

**Credentials/education:**

LCSW, CPCC – “coachapist”

Speaking Circles/Soul Speaks

Trainer, speaker

**Services I offer:**

Individual sessions – phone, face-to-face, Zoom, Skype

Public speaking training – speaker training, workshops, conferences, organizations, teams

Keynotes, trainings, workshops, presentations



# Objectives

Identify warning signs of a disengaged team.

Discover ways to motivate remote and non-remote employees.

Cultivate ways to help your team work better together.

# Engaged vs. Disengaged

## Engaged employees:

- Are passionate about their work
- Generally, want to do everything they can to help their company do well and be successful
- Work hard
- Seek new ways of working to ensure the company reaches its goals

## Disengaged employees:

- Are not emotionally committed
- Are not proud of the organization
- Don't bring energy or passion to their work
- Are dissatisfied with their role or the company

# Signs that employees are disengaged

Decreased productivity and declining quality of work

Withdrawal from the team

Taking more breaks or time off with no apparent reason

Ignoring scheduled work times

Increased absenteeism or presenteeism

A more negative or complacent attitude

Diminished desire for learning

Heightened exhaustion and/or cynicism

Raised level of disrespect and/or rudeness toward others

# Possible causes of disengagement

Unsatisfactory pay

Lack of career development opportunities

Poor management

Stressful work environment

Burnout

Poor fit with the company or division or role

Lack of acknowledgement or recognition

Mismanagement of change within the organization

Improper handling of interpersonal conflict by leadership

Others?

# What motivates people?

Trust in leaders

Camaraderie and peer motivation

Opportunities for learning and development

Feeling encouraged and recognized

Having a real impact

Opportunities to give and receive feedback

Company values that resonate

*Being part of something bigger!*

# Discretionary Effort

Discretionary effort refers to a level of effort an employee is capable of giving, but one that exceeds the bare minimum that's required of them.



# Keeping remote and non-remote employees engaged

Understand what motivates each employee

Make them feel valued

Be aware of potential discrepancies between remote and non-remote workers

Enhanced communication

Create opportunities for interaction

Address trust issues

# Keeping remote employees engaged

*Micromanaging is not the answer!!*

Instead, implement:

*Consistent communication*

*Clear expectations*

*Connection*

*Regular check ins*

# Employee Engagement Survey – Q12

Do you know what is expected of you at work?

Do you have the materials and equipment to do your work right?

At work, do you have the opportunity to do what you do best every day?

In the last seven days, have you received recognition or praise for doing good work?

Does your supervisor, or someone at work, seem to care about you as a person?

Is there someone at work who encourages your development?

# Employee Engagement Survey (cont).

At work, do your opinions seem to count?

Does the mission/purpose of your company make you feel your job is important?

Are your associates (fellow employees) committed to doing quality work?

Do you have a good friend at work?

In the last six months, has someone at work talked to you about your progress?

In the last year, have you had opportunities to learn and grow?

# Working better together

Can't magically make people get along...

But you can cultivate respect, empathy, patience, open-mindedness.

The key is:

*PSYCHOLOGICAL SAFETY*

# What is Psychological Safety?

It's a shared belief held by members of a team that others on the team will not embarrass, reject, or punish them for speaking up.

*“Psychological safety at work doesn't mean that everybody is nice all the time. It means that you embrace the conflict and you speak up, knowing that your team has your back, and you have their backs.”*

~David Altman, Chief Research and Innovation Officer,  
Center for Creative Leadership

# Psychological Safety

Inclusion safety

Learner safety

Contributor safety

Challenger safety

From Timothy Clark, “The Four Stages of Psychological Safety”.

# Additional strategies for motivating employees

Get to know them!

Catch them doing something right

Provide regular feedback and follow up

Recognize and reward employees for their contribution (more than just concrete “accomplishments”)

Provide professional development

Find opportunities for fun

Provide flexibility whenever possible

Have a true open-door policy



# Quotes

“A company is only as good as the people it keeps” Mary Kay Ash  
(founder of Mary Kay Cosmetics)

“There is no magic formula for great company culture. The key is just to treat your staff like you would like to be treated” Richard Branson

“People often say that motivation doesn’t last. Well, neither does bathing; that’s why we recommend it daily.” ~Zig Ziglar

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Free initial consultation/coaching session

*Decide what kind of life you actually want.*

*Then say no to anything that isn't that.*



# Your Program

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**Thank you!**

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