

Motivate, Recognize and Energize Employees Participant Workbook

Introduction and disclaimer

Motivate, Recognize and Energize Employees
SupportLinc Employee Assistance
Program (EAP)

Northwestern University

Northwestern

Disclaimer

The general views, thoughts and opinions expressed in this presentation are expressly those of the presenter. The presentation is intended to provide general tips, advice and coping skills, and may not entirely pertain to your circumstance or you as an individual in a professional or clinical capacity. For specific advice on your unique situation, please reach out to a licensed financial or clinical professional for a confidential, one-on-one consult. Curalinc Healthcare and the presenter are not held responsible or liable for any consequences or damages due to an individual taking action based on the information presented herein.



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Objectives

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This training is designed to help you:

- Explain human behavior and motivation
- Provide parameters for creating employee rewards
- Suggest what to avoid
- Encourage self-care among employees
- Reiterate choice in work happiness
- Promote growth, resiliency and laughter

What would you like to get out of today's presentation?



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Sources of motivation

Sources of motivation

- “The carrot principle”
- Internal drives
- External drives
- Generational differences



How is this concept working, or not working, in your life?



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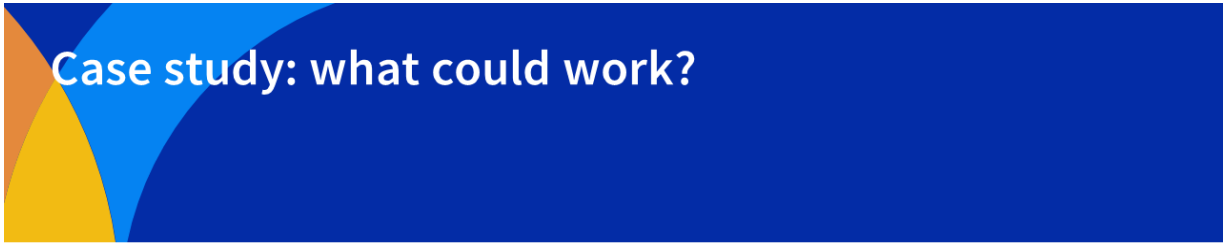
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Case study: what could work?



Sam is a mediocre employee who starts right on time and leaves at exactly the end of his shift (on the dot). Sam is pleasant and gets along well with team members. There is really no problem other than Sam’s lack of “motivation.”

What can I do?

What could help in this situation?



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Why?

Why?

- Reinforces peoples' positive behaviors
- To be a decent, good manager/employee
- To motivate others to push for the same standards
- Increases everyone's productivity
- Boosts creativity
- Difference between reward and recognition



What is your why?



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Who?

Who?



- Everyone should be eligible to participate
- Anyone who meets the criteria that was stated should be recognized and rewarded
- Be open to being surprised as to who may step up to the plate

How can you be more inclusive on your team?



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How?



- Explain the process of whom and how you recognize employees
- Establish the criteria
- Lay out a detailed action plan
- Communicate
- Empower employees to take appropriate risks
- Shake it up and offer many different types

Identify three ways you can apply these concepts in your workplace.



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When and how?

When and how?

- Reward as close to the employee's superior work as possible
- Do it publicly so all can see and also be motivated
- Do it often, not just once a year
- Do it in person, on social networking sites, in print etc.

What do you currently do to motivate employees and how you can improve upon it?



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Creative ideas

Creative ideas

Everyone is different so be sure to ask employees what works. Don't forget, saying 'please' and 'thank you' goes a long way!

- Smile Teams
- Virtual and/or onsite socials
- Birthday and anniversary celebrations
- Wall of praises
- Trainings
- Hand-written notes

What are some things you can do to help boost team morale?



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What not to do



- Avoid saying “Great job, but next time....”
- Picking the same favorites time and time again
- Arbitrarily picking people for no real reason
- Employee of the month programs
- Being too serious

Are there things you need to change or avoid doing?



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Self-care

Self-care

- Sleep
- Exercise
- Eating
- Stress relief
- Tough love



Choose one aspect of self-care to start practicing this week.



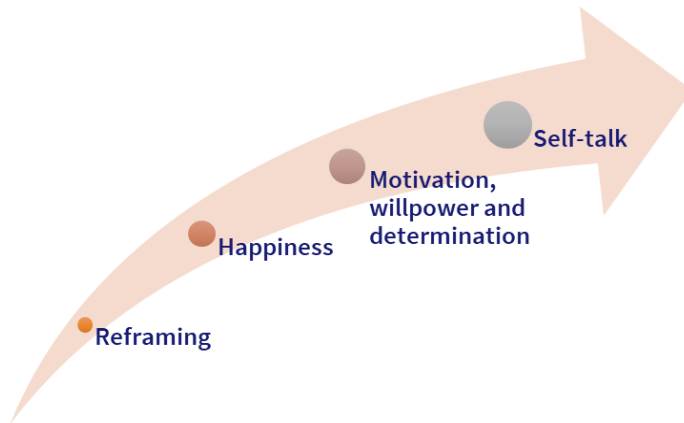
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Positive psychology



How can you boost your emotional wellbeing?



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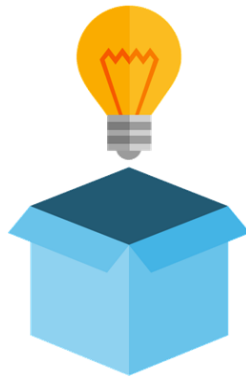


Training and learning

Training and learning

Get out of your
comfort zone

Get a
mentor



New skills

Your passions

How can this apply in your workplace?



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Resiliency



- Support
- Fear of failure or success
- Dealing with negative people
- Time management



How can you apply this in your personal life?



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Laughter

Laughter

**LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING**

- Laughter therapy
- Self-esteem
- Benefits of laughter
- How to laugh more

Choose one or two things that can help you laugh every day.



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Interactive toolkits



Mindfulness

www.mindfulness.tools

Practical tools and exercises for incorporating mindfulness into everyday life.

Resiliency

www.resiliency.tools

Skill development resources to help you 'bounce back' from challenging situations.

Meditation

www.meditate.tools

Easy-to-use collection of resources that includes guided meditations, tip sheets and more.

Sleep fitness

www.sleepfitness.tools

Information and resources to help you learn good sleep habits and achieve healthy sleep.

Visit one of the toolkits for additional self-care resources.



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What is SupportLinc?

What is SupportLinc?

The SupportLinc Employee Assistance Program (EAP) is a health benefit, separate from your medical insurance, offered by your employer to help you manage life's daily challenges.

SupportLinc can refer you to professional counselors, services and resources that will help you and your eligible family members resolve a broad range of personal and work-related concerns.

What services are included? Work-life benefits



Legal consultation

Free in-person or telephonic consultation with a licensed attorney
No employment law



Dependent care referrals

Expert referrals to child and adult/elder care providers, facilities and other resources



Financial consultation

Expert guidance and consultation from financial professionals



“Convenience” referrals

Guidance and referrals to a variety of daily living resources: home improvement, entertainment services, pet care, auto repair, wellness, travel, handymen, volunteer opportunities etc.



Identity theft consultation

Free consultation with an identity theft recovery professionals
Tailored recovery action plan



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Getting started

Getting started



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SupportLinc

Support for everyday issues. Every day.



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Additional resources

How do you motivate your staff when you can't afford to give them a raise? Use a different kind of currency. Contrary to popular belief, money is not the best motivator because it sends the message that nothing is worth doing unless you get paid extra. This can develop a sense of entitlement that quickly becomes a bottomless pit and does nothing to increase job satisfaction.

A 2005 study by psychologist Adam Grant of the University of Michigan suggests that a better performance booster is when workers have personal contact with beneficiaries of their work. For example, cafeteria line workers are significantly happier than those who work back in the kitchen, because line workers are able to see the happy customers. An employee's morale is positively influenced by knowing his or her work is meaningful.

Employees want to be recognized as individuals, shown appreciation and be given opportunities to grow. This requires bosses to manage one-on-one rather than treating every employee alike. Here are some low-cost ideas for motivating your staff that can have a big return on investment.

- Encourage comments from external and internal customers. Post praise.
- Remind staff how their work matters to customers and encourage some level of customer interaction for everyone.
- Call an employee into your office just to say thank you without discussing any other issue.
- Write a thank you card or e-mail.
- Send a card to the employee's spouse/family thanking them for their support.
- Create an employee newsletter to share updates and recognition.
- Post a bulletin board for employees to share news, hobbies and recognition.
- Celebrate birthdays, anniversaries and special achievements.
- Join in and help an employee who is under pressure. Ask what can be done and help complete the task side-by-side.
- Create a change of pace by giving employees a chance to work on exciting projects or learn new skills.
- Delegate worthy projects, not just menial tasks, to increase feelings of trust and pride.
- Pass on helpful articles that could benefit employees and attach a note that says, "Saw this and thought of you."
- Learn about their hobbies, families, children, pets etc. showing interest in what matters most to them.
- Ask an employee who is proficient in a certain area to train others or make a presentation at a staff meeting.
- Book a community speaker or trainer from your Employee Assistance Program to speak on subjects of interest to employees like personal finance, stress management or improving relationships.
- Help build skills with a training library filled with books, tapes and other resources that employees can check out.
- Allow employees to attend seminars and ask them to make a presentation to others sharing what they learned.



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