

A collage of four images on the left side of the slide: a green lawn with trees, a building with a tower, a classical archway, and a blue sky with clouds.

UNIVERSITY OF ILLINOIS

AT URBANA-CHAMPAIGN



2011 BUSINESS LEADERSHIP CONFERENCE

Motivating & Rewarding Staff in Turbulent Times

Thursday, April 7

9:15-10:30 AM

10:45 AM - 12:00 PM

Business Leadership at Illinois: Partnering to Meet New Challenges

Workshop Presenters

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Please ...

- **Turn off cell phones.**
- Avoid side conversations.
- **Please feel free to ask questions.**
- Sign the attendance roster.
- Complete the evaluation at the end of the workshop.

Workshop Learning Objectives

- Learn how to identify your employees' motivators and preferred rewards and recognition using the 4 Temperament Types
- Share ways to provide no cost/low cost rewards that your employees will value
- Introduce a powerful model that guides you in managing your employees' strengths rather than their weaknesses

What do you think?

	Employee Ranking
Interesting work	
Good working conditions	
Sympathetic help on personal problems	
Good wages	
Promotion/growth opportunities	
Full appreciation for work done	
Job security	
Feeling "in" on things	
Personal loyalty to workers	
Tactful disciplining	

Table 1a.

What employees say...

	Employee Ranking
Full appreciation for work done	1
Feeling "in" on things	2
Sympathetic help on personal problems	3
Job security	4
Good wages	5
Interesting work	6
Promotion/growth opportunities	7
Personal loyalty to workers	8
Good working conditions	9
Tactful disciplining	10

Table 1b.

Top 10 Reasons to Stay

TOP 10	REASONS TO STAY
1	Career growth, learning, and development
2	Exciting work and challenge
3	Meaningful work; making a difference and a contribution
4	Great people
5	Being part of a team
6	Good boss
7	Recognition for work well done
8	Autonomy, sense of control over one's work
9	Flexible work hours and dress code
10	Fair pay and benefits

Table 2.

Type and Temperament

Myers-Briggs Personality Type		Nelson, Good, Hill	
• ESTJ	• ESFJ	• Steadiness	• Preserver
• ISTJ	• ISFJ		
• ENTJ	• INTP	• Conscientiousness	• Strategist
• ENTP	• INTJ		
• ESTP	• ESFP	• Dominance	• Maverick
• ISTP	• ISFP		
• ENFP	• INFJ	• Influence	• Energizer
• ENFJ	• INFP		

Table 3.

Preserver

- Preparation gives them confidence
- Change isn't always welcome
- Apply past to the future
- Devoted and loyal

Strategist

- Seeks perfection in all they do
- Imaginative *and* analytical
- Accepting of others
- Life-long learners

Mavericks

- Action NOW!
- Quick decision makers
- Good Negotiators
- Good Troubleshooters
- Needs to learn continuously

Energizers

- Big picture ideas
- Focus on the future
- People pleasers
- Like to serve others

Most Important Reward....

Spend as much uninterrupted time with staff as you can, i.e., coaching, mentoring, social situation in the office, etc.

Rewarding the Four Types

	What They Value	What They Want	Form of Recognition
Preservers	<ul style="list-style-type: none"> • Dependability • Responsibility • Stability 	<ul style="list-style-type: none"> • Follow-through • Adherence to rules & policies • Dedication & loyalty 	<ul style="list-style-type: none"> • Tangible thanks for steady work
Strategists	<ul style="list-style-type: none"> • Intelligence & innovation • Competence • Tireless effort 	<ul style="list-style-type: none"> • Ideas • Knowledge • Competence 	<ul style="list-style-type: none"> • Freedom to learn or explore a challenge
Mavericks	<ul style="list-style-type: none"> • Superior skills • Grace under pressure • Risk-taking action 	<ul style="list-style-type: none"> • Responsiveness • Cleverness • Ingenuity 	<ul style="list-style-type: none"> • Unusual reward for successful and risky action
Energizers	<ul style="list-style-type: none"> • Commitment & passion • Independent thinking • Sincerity & kindness 	<ul style="list-style-type: none"> • Ideas • Uniqueness & personal • Championing change 	<ul style="list-style-type: none"> • Social recognition

Table 4.

Putting it all Together

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have an opportunity to do what I do best every day?
4. **In the last seven days, have I received recognition or praise for doing good work?**
5. Does my supervisor, or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?

Putting it all Together, cont'd

7. At work, do my opinions count?
8. Does the mission/purpose of my unit make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?

Workshop Summary

- One size does not fit all—know how each of your employees is motivated and their preferred rewards and recognition
- There are ways to reward and recognize employees for little or no cost—use your imagination
- Use what you've learned to answer the...

Big 12 Questions Employees Ask

Table References

- Table 1a. Nelson, Bob and Spitzer, Dean, ***The 1001 Rewards & Recognition Fieldbook***, (Workman Publishing, Ltd., 2003), p. 18
- Table 1b. Nelson, Bob and Spitzer, Dean, ***The 1001 Rewards & Recognition Fieldbook***, (Workman Publishing, Ltd., 2003), p. 18
- Table 2 Nelson, Bob and Spitzer, Dean, ***The 1001 Rewards & Recognition Fieldbook***, (Workman Publishing, Ltd., 2003), p. 7
- Table 3 Nelson, Bob, Good, Gail, and Hill, Tom, “You Want ToMaytoes, I Want ToMAHtoes,” ***The 1001 Rewards & Recognition Fieldbook***, (Workman Publishing, 2003), p. 348
- Table 4 Nelson, Bob, Good, Gail, and Hill, Tom, “You Want ToMaytoes, I Want ToMAHtoes,” ***The 1001 Rewards & Recognition Fieldbook***, (Workman Publishing, 2003), p. 351

Resources

Buckingham, Marcus and Coffman, Curt, **First Break All the Rules—What the World's Greatest Managers do Differently**, (Simon & Schuster, 1999)

Glanz, Barbara A., **Handle with Care: Motivating and Retaining Employees**, (McGraw-Hill, 2002)

Kaye, Beverly and Jordan-Evans, Sharon, **Love' Em or Lose' Em—Getting Good People to Stay**, (Berrett-Koehler Publishers, Inc., 2008)

Nelson, Bob and Spitzer, Dean, **The 1001 Rewards & Recognition Fieldbook**, (Workman Publishing, 2003)

Questions / Concerns?