



Center for
 Training and Professional Development
www.trainingcenter.illinois.edu

Motivating & Rewarding Staff in Turbulent Times

Thursday, April 7, 2011

Below are the notes taken from discussions of both groups. Thanks for your participation!!!

9:15AM to 10:30AM Session

	Energizers	Mavericks	Strategists	Preservers
Challenges	<ul style="list-style-type: none"> • Focused on other people’s needs rather than their job • Spends too much time in social activities; too much interaction with staff • Due to the above, their workload can grow and become a challenge 	<ul style="list-style-type: none"> • Can be high maintenance due to disinterest in project details • Other staff may resent any flexibilities/freedom they are given • Hard to keep motivated; they need to continuously learn new things or they become bored 	<ul style="list-style-type: none"> • They want the freedom to implement projects on their own • Does not want to be micro- managed • They put in long hours— they are perfectionists. It can lead to burnout. 	<ul style="list-style-type: none"> • Need time to plan their projects, think them through • Not as good with aggressive deadlines • Need to adopt to change slowly
Best Practices	<ul style="list-style-type: none"> • Set SMART goals • Need continuous growth opportunities 	<ul style="list-style-type: none"> • Set SMART goals • Communicate often • Give them accountability for all phases of a project—not just planning • Need continuous growth opportunities 	<ul style="list-style-type: none"> • Give them ownership of their work • Provide minimal super vision 	<ul style="list-style-type: none"> • Needs frequent positive reinforcement • When time to praise, do it privately
Ideas	<ul style="list-style-type: none"> • They easily build trust with others—in and outside unit • Analyze the extent of all their talents 	<ul style="list-style-type: none"> • Serve on campus committees • Extra coffee breaks • Have them lead meetings 	<ul style="list-style-type: none"> • Let them select their projects • Have them lead meetings 	<ul style="list-style-type: none"> • Create ways to touch base often • Say “Good Morning” • Let them teach others

10:45AM to 12Noon

	Energizers	Mavericks	Strategists	Preservers
Challenges	<ul style="list-style-type: none"> • Hard to maintain their focus 	<ul style="list-style-type: none"> • Doesn't like details 		<ul style="list-style-type: none"> • Doesn't take well to change • Can be hard to build trust with them • Have to have a lot of patience • Provide constant praise
Best Practices	<ul style="list-style-type: none"> • Let them join professional groups • Give them stretch assignments such as leading a meeting 	<ul style="list-style-type: none"> • Be sure to follow-up on project details • Let them attend organization/time management classes • Provide resources so they can learn new things 	<ul style="list-style-type: none"> • Communication 	<ul style="list-style-type: none"> • Have an open door policy • Spend time with them • Build a work trusting work relationship • Provide proper recognition
Ideas	<ul style="list-style-type: none"> • Work with other people like themselves • Let them attend the events they have planned 	<ul style="list-style-type: none"> • Training on organizational skills • Let them take ownership of their projects • Give them new projects (seasonal) • Provide individual coaching 	<ul style="list-style-type: none"> • Come to them the next time you need their skills again • Once praised, they want more projects to get more praise 	<ul style="list-style-type: none"> • Let them use their collaborative skills

For additional questions or more information, please contact:

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