

HOW TO MOTIVATE AND COACH EMPLOYEES FOR SUCCESS

I talk to lots of people each day, and what I too often hear is a lack of love, support, motivation and recognition from their direct manager or supervisor. Too many people in management positions think the only reason someone works is for money. Many managers believe the paycheck is why people work, so there's no reason to tell them thanks for doing a great job. We nitpick the things they're doing wrong and we fail to recognize and celebrate what they're doing right.

These people I am talking to are either ready to leave, want to leave, or are waiting for the job they really want. When you lose an employee today, it's much harder to find a replacement – especially someone good.

Each day you can motivate your staff or you can turn them off. When you put your employees down, they get depressed and their effectiveness *disappears*. A manager's job is to coach-up the workforce and bring out the best in everyone to help foster their success – and yours.

When organizations treat their employees well, coach them effectively, and continually work to motivate empowered performance, everyone wins.

The typical supervisor or manager has had virtually no training on leadership, management and coaching skills. It's critical that you spend time and money each year developing these precious abilities.

Coaching focuses on proper motivation, teamwork, expectations, and corroboration rather than a command-and-control approach. The modern manager-as-coach works as a team member as well as a team leader.

Employees think of managers as paper pushers, number crunchers, or administrators, while coaches are teachers and mentors who have the employees' best interests in mind as well as the organization's business goals. Managers are stand-offish and reticent, but in the eyes of employees, coaches are approachable. They are open-minded and accessible. Employees want to work with someone who's willing to see them as the people they are. They want to impress them and do their part to help the entire team succeed.

EMPLOYEES WANT TO FEEL WANTED

We're human: we want to feel wanted – by everyone in our workplace. This is especially true of you, their coach. When you or a co-worker doesn't want an employee around, it is obvious to everyone. They will process that standoffishness consciously or subconsciously, to the

detriment of the team's performance.

EMPLOYEES WANT TO FEEL NEEDED

Employees want to know that their skills and talents are being put to use by their team and by the organization. Many of your employees toil for years honing their skills and improving their experience. They want to feel like they are using what they've learned and that those skills are being utilized appropriately.

EMPLOYEES WANT TO FEEL LIKE THEY BELONG

Employees want to feel like there's a place for them not only within the organization but within the team as well. An employee will spend more time at their job than any other single place during their lives except their home. As humans, we thrive on creating and subsisting within our interpersonal relationships.

EMPLOYEES WANT TO FEEL VALUED

Employees desire recognition for their effort and performance from you, your organization and from their co-workers. Not only do employees want to feel that they are using their skills, they want to feel that the organization appreciates their talents and values them when they meet and exceed expectations. Providing recognition is a way you can show your employees that they are valued.

An employee who feels wanted, needed and valued feels secure and supported in their job. This can lead to positive outcomes, including:

- Employees make more empowered decisions.
- Employees work better with their customers and co-workers.
- Employees are unafraid to take risks.

Keeping employees and motivating them for greater success is critical. Employees are 10 times more fragile than you think they are. Your success is in their hands.

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