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?

Gallup Q12 - Gallup.com
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.
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24 hours a day/7 days a week

Thank you!

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