



MOTIVATION IN THE WORKPLACE

"If you can dream it, you can do it" -- Walt Disney

People often think that money is the most important and in fact, only motivating factor for employees. However, many studies show otherwise. They reveal that the top motivators for employees are respect, sense of accomplishment and recognition. Money is important, but it only ranks 5th or 6th on the list. With this in mind, here are a few things you can do in order to keep the motivation in your company in check:

1. Involve people. Employees want to be involved in the development and progress of their company. By allowing them to get involved, you gain valuable insight, increased engagement as well as faster buy-in and less resistance when implementing changes.

2. Provide feedback. Employees expect regular feedback on their performance. Provide them with regular updates via e-mail, phone or through one-on-one meetings. Attitude and behaviour are also important so you need to give employees feedback on that as well. This will give them the opportunity to make the necessary corrections prior to their official performance reviews.

3. Celebrate good performance. Make it a point to recognize excellent individual performance by sending a thank you card, sharing an e-mail with the team or recognizing the employee in the company newsletter. You can also go the extra mile and recognize team performance by posting performance charts on the

wall or throwing a surprise company party.

4. Set challenging goals. If you set challenging goals, provided that the goals are realistic and attainable, your team is more likely to be motivated to achieve them. Communicate those goals and keep your team informed of the company's progress towards them.

5. Provide the tools for success. It is very hard for teams to be motivated if they lack the necessary tools for the job. Whether it is equipment, materials, internal support, inventory, documentation or training, workers' success is highly dependent on this.



6. Manage poor performance. Your team has an expectation for you to handle situations of low performance. Even if you naturally dislike conflict, it is your responsibility to deal with low performers. You also owe the low-performing employees feedback and helpful advice on how to improve their situation at work. Otherwise, you risk having perpetually low morale and high turnover.

7. Lead by example. If you want your team members to treat each other with dignity and respect, you need to lead them by example. As an owner, manager, or business leader, always remember that your team looks up to you.



TIPS FOR BUSINESS SUCCESS

"Action is the foundational key to all success."--Pablo Picasso

IPS RECOMMENDS:

- **Being organized.** Successful business people manage their time well and set systems and procedures in place to help them (and their team) work effectively and efficiently.
- **Being a great role model and "walking the walk".**
- **Investing both time and money in your team.**
- **Understanding the fact that you, as a business owner or manager, may not have all the answers and that your team is an essential resource to help you get those answers and reach the next level of success.**

Most successful business people have one thing in common – they have simple success habits that they practise daily. Following the list below, you too can increase your success by starting to implement some of these basic tips:

1. Plan.

Get into the habit of planning before starting something. The better you plan, the easier it will be to achieve good results.

2. Align resources.

In most business projects, missing even only the smallest detail can result in project failure. To avoid this, set up the foundation by aligning the right resources ahead of time, and preferably before project inception.

3. Hire the right people.

Employees play a key role in achieving business success. Provide them with a good work environment to allow them to be productive and fully engaged with their work.

4. Delegate.

Rather than trying to do everything yourself, recognize

the value in working with others. Being able to tap into others' talents can be crucial for business success.

5. Think outside the box.

Highly successful business people are innovative and always seek ways to stay ahead of the competition.

6. Manage resources wisely.

Having a budget is a great way to ensure efficiency with finances. Another way is to use cost/benefit analyses on initiatives taken in order to ensure that the desired results were achieved.

7. Stay on top of technology.

Every day, more and more tools and technologies come on the market. Stay current on technological innovations to make sure you take advantage of the various benefits they offer: cost-savings, reaching new markets, improved efficiency and, etc.

8. Always keep customers top of mind.

Analyze all major decisions that your company makes and try to assess their

impact on customers or clients. Good rule of thumb: if the outcome of a certain decision is not benefiting any of them, you might be better off without it.

9. Monitor and inspect.

Get in the habit of monitoring and inspecting the various aspects of your business. This will ensure that things are being done on time and to an optimum level of quality. Also, pay special attention to processes that are key to the success of your business.

10. Measure.

Measurement allows you to gauge whether or not new ideas are driving the business forward and achieving the milestones set out in the business plan — key goals for any business owner or manager.

11. Keep (key) people informed.

Keeping people informed is the best way to ensure that others, and especially key people, will be able to make meaningful contributions.

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