

5 WAYS MANAGERS SHOULD SUPPORT THEIR EMPLOYEES

BY BILL HOGG

It's essential that staff receive support or they can't do their job properly... Support isn't limited to merely work-related aspects of the job but to other things such as morale and recognition as well.

There are plenty of different ways employers can support their staff. Here are a few thoughts to keep in mind in your work environment.

Training is vital

It's crucial that staff receive all necessary training when they start a job and also ongoing training as often as required. It's also essential that training is consistent for all staff members. It's not acceptable for answers to vary from one employee to another because this can cause confusion and further problems. Proper training is inevitably what makes better quality employees.

Positive work environment

Whether you work in a call center, an office or a retail store, it's vital that you have a positive work environment. If employees dread the thought of going to work each day, they're not going to perform at their best and they may even feel resentful for being there.

There are many ways to create a positive workplace. Attitude is essential -- people should be respectful and friendly towards one another. Bitchiness or backstabbing should not be tolerated. Not just by supervisors, but among colleagues as well. If anyone has issues, the supervisor/manager should always be available to help resolve such problems so they don't linger and taint the rest of the workplace.

Décor and proper equipment also contribute to your environment. Do you have ergonomic chairs and desks? Do you have a proper lunch room where staff can take breaks away from the public eye? Is there somewhere you can store your personal possessions if you don't have a desk? All of these things contribute to a harmonious working environment.

Motivation is an individual thing

Employers should know what motivates their staff and use that knowledge to build stronger relationships. People are motivated by different things and so it's important to learn what motivates each individual if that's possible and incorporate that into your overall leadership strategies.

Take the time to get to know what motivates each member of your team. Having a staff suggestion box is a great way to get ideas and suggestions. Motivations change over time and if you want to keep your team working at peak efficiency, it's vital that you learn what's important to them.

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Recognition and rewards

Staff have to be acknowledged and rewarded for the good work they do. Financial bonuses are always great if they are available -- but they're not your only option. You could have an employee of the week or month plaque that is presented and then displayed on the wall for everyone to see. Acknowledgement for most improved staff members could be another idea. When staff do something wrong, managers are quick to admonish them so they should be just as quick with their praise, in whatever form they choose. Like motivation, your team can also suggest great ideas on what works for them.

Scope for advancement

Most people don't like to feel trapped in a dead end job. Internal promotions should always be considered before advertising externally. Staff are more motivated to excel in their work if they have a vision for the future growth and development.

If you're not seen to be actively supporting your staff, you can't expect them to perform at their best. Everyone wants to feel appreciated and to be a part of a team. If you do that, you can't lose.

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*Bill is recognized as the **Performance Excelerator™** because of his uncanny ability to create profound change and deliver extraordinary results with the most demanding organizations. He works with senior leaders to inspire and develop high-performance teams that deliver exceptional customer service, higher productivity and improve profits.*

Bill is passionate about results and works only with clients who share that passion -- ready to take steps to achieve immediate, significant and continuous improvement. Whether working with boards or operations teams and employees, his no-excuse approach breaks down the silos and gains consensus and clarity throughout the organization.

Bill Hogg provides dynamic keynote presentations, transformative workshops, and world class executive consulting.

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