

**SMART WORKPLACES BY HR TO GO, INC - JANUARY 2005**

**HUMAN RESOURCES MANAGEMENT - OUTSOURCE IT!**

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**HAPPY NEW YEAR!!**

**In this Ezine:**

**How to Motivate ANY Employee in Your Company**

**Make Recognizing Employees Part of Your Daily Routine**

**Employees Need to Understand Where Company Dollars Go**

**Notable Quotes**

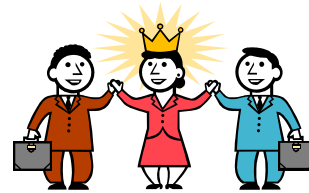
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environment. Give these people predictable work with little risk of uncertainty. Also, salary and fringe benefits are very important to them.

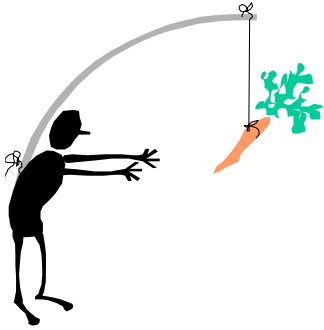
7. **The need for equity.** These employees want to be treated fairly. They probably compare work hours, job duties, salary and privileges to those of other employees - and will become discouraged if they perceive inequities.



### **Make Recognizing Employees Part of Your Daily Routine**

*Good* managers remember to recognize and motivate employees. *Great* managers do it every day. Here are some proven methods for making sure that praising employees becomes part of your daily routine:

- \* **Make employees a part of your weekly "to do" list.** Add the names of the people who report to you to your list of goals to accomplish. Then cross off names as you praise them.
- \* **Use voicemail.** Rather than using it only to assign tasks, leave employees voice mail messages praising them for a job well done. Do it from your cell phone on the way home.
- \* **Write notes at the end of the day.** Keep a stack of note cards on your desk, where you can't ignore them. At the end of the day, take a minute to write thank-you notes to any employee who made a difference that day.
- \* **At the beginning of the day, put five coins in your pocket.** Then, during the day, each time you praise an employee, transfer a coin to your other pocket. It may sound corny, but once you get in the habit, you'll start relying on tricks like this one.



## One of These Seven Things Will Motivate Any Employee In Your Company

It's a fact: Different needs motivate different people. Some people crave power, others want money. Some want constant praise, others to be left alone. It's crucial for managers to figure out what motivates individual employees. Ninety-nine percent of employees are motivated by one of the following seven needs:

1. **The need for achievement.** These employees want the satisfaction of accomplishing projects successfully. They want to exercise their talents to attain success. They are self-motivated if the job is challenging enough, so provide them with the right work assignments and they will consistently produce.
2. **The need for power.** These employees get satisfaction from influencing and controlling others. They like to lead and persuade and are motivated by positions of power and leadership. Give them the opportunity to make decisions and direct projects.
3. **The need for affiliation.** These employees derive satisfaction from interacting with others. They enjoy people, and find the social aspects of the workplace rewarding. Motivate them by giving them opportunities to interact with others: teamwork projects, group meetings, and so on.
4. **The need for autonomy.** These employees want freedom and independence. Allow them to make their own choices, set their own schedules, and work independently of others.
5. **The need for esteem.** These employees need recognition and praise. Give them ample feedback and public recognition whenever possible.
6. **The need for safety and security.** These employees crave job security, a steady income, health insurance, and a hazard free work



## Employees Need to Understand Where Company Dollars Go... So Show Them

Employees at Artists' Frame Service in Chicago knew what the company charged customers, and they knew that their pay was only a fraction of that. The CEO wanted them to understand that the difference between invoice prices and their salaries wasn't all profit. So the employees were treated to a demonstration of the company's expenses, illustrated as portions of a hypothetical \$100 order.

As the presenter explained where the money was going, different departments came forward to claim the proceeds of the sale. An oversized \$5 bill, for example, was disbursed to cover the cost of the company's Yellow Pages listing, which costs the company roughly 5 percent of its receipts. The pile of cash was whittled down as claims were made by rent, health insurance and other fixed and operating expenses which many employees don't think about. When all the bills were paid, \$5 remained.

The demonstration improved morale by giving the employees an understanding of the company's expenses, and challenged them to look for ways to save the company money. Now that they understand how lean a company has to run to stay competitive, buyers are ordering in bulk and watching inventory carefully, and clerks are finding ways to handle orders more efficiently.

### Notable Quotes

"The question, 'Who out to be boss?' is like asking 'Who ought to be the tenor in the quartet?' Obviously, the man who can sign tenor." - Henry Ford

"I learned that a great leader is a person who has the ability to get other people to do what they don't want to do and like it." - Harry Truman

"The person who knows 'how' will always have a job. The person who knows 'why' will always be the boss." - Diane Ravitch

"First-rate people hire first-rate people; second-rate people hire third rate-people." - Leo Rosten

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