


Motivation The Power Within Us



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Mission Improbable

- Break up into two teams.
- Your Mission: You are to act as a spy to your competitor. Apply for a job there and get hired. Infiltrate the ranks, as covertly as possible try to bring down the organization from within.
- List all the things that you would do to covertly disrupt their operations/marketing.
- Don't get caught!!

What Motivates

- Timely Interactions
- Recognition/Rewards/Awards
- Experience Things Together
- Projects
- Events
- Build Self Esteem



What Motivates

- Set up Pro-active Work Environment from the Top Down
- Generate a Sense of Belonging
- Delegate Authority - Responsibility
- Promote Relationship Building with Residents
- Management hands-on, not afraid to do any level of work "in touch"
- Democratic Team
- Ask/talk to Employees
- Discourage egos
- Quality Circles

Amateur Manager

Police officer - Enforcer
 Judgmental By the book
 Do it or else - Closed-minded
 Hypercritical - Negative focus (what is wrong)
 Seeks to blame - Hands-off
 Hires the "right" person, and if they can't do the job, finds someone else
 Disciplines employees frequently
 Generates fear or anxiety
 Reacts
 Poor communicator - Assumes
 Unclear about standards
 Waits for problems to arise, often
 Insecure

Professional Manager

Cheerleader - Facilitator
 Understanding - Flexible
 Team builder
 Open-minded and Supportive, rewarding
 Positive focus (what is right)
 Seeks solutions
 Hands-on Developer of human potential - plans to ensure the success of the staff
 Uses a systematic approach to ensure employees' success
 Builds self-esteem – Responds
 Friendly and approachable
 Outlines specific expectations
 Asks questions, probes Follows through
 Confident

Things That Motivate

- Responsibility
- Achievement
 - Internal Source
- Recognition
 - External Source
- Growth/Development
 - Challenge
- Advancement



What Dissatisfies

- Money/Benefits
- Working Conditions
- Supervision
 - Catalyst
- Insecurity
- Policy & Administration
- Social Relationships
 - Lack of
- Status
 - My view of your view of me



Organizational Motivators

- Industry Recognition
- Growth Potential
- Entrepreneurial Attitude
- Personal/Professional Growth
- Belief in Concept/Organization
- Good/Profitable Business
- Free Reign
- Recognition of Talent
- Challenge
- Mission
- Trusted Leadership
- Learning/New Systems
- Self Gratification
- Influencing Lives
- Impact
- Sense of Accomplishment

Organizational Destroyers

- Blame
- Poor Communication
- Poor/ineffective Conflict Resolution
- Management by Intimidation
- Lack of Empathy
- Favoritism
- Rumor Mill
- Ignoring needs
- Lack of Growth
 - sense of being locked in
- Over Promise and Under Deliver

Shed old ways of thinking

Cost/Convenience Driven	Resident Driven
Revolving Leadership	Stable Leadership
Few people in control	Point-of-service care
Regimented care & treatment	Individualized care
Control (provider's way)	Flexibility (resident's way)
Overworked, irritable staff	Friendly, helpful staff
Traditional job descriptions	Creative job design
Limited staff training	Thorough staff orientation
Staff unwanted in care planning	Staff has meaningful involvement
Punitive, inflexible human relations	Attention to employees' needs

Organizational Readiness

- Mission statement reflect commitment to establish and nurture constructive relationships among staff/residents/families?
- Articulate values shared?
- Care system aligned with organizational goals?
- Systems foster collaborative approach?
- Programs in place to welcome new staff/residents/families?

Human Resource Readiness

- Performance expectations realistic?
- Do policies have some flexibility?
- Can staff develop leadership skills?
- Are staff recognition systems and award programs in place?
- Is there a career development pathway?
- Are continuing education programs made available?
- Are employee benefit plans easily understood by all?

Administrative Readiness

- Do policies and procedures place residents/families at the center?
- Does organization have sufficient staff to provide safe care to the residents?
- Do scheduling practices take into account the needs and interests of the staff and residents/families?
- Are direct caregivers involved in the care planning process?
- Is management visible and involved with residents and staff?

Clinical Readiness

- Are residents cared for in a holistic manner?
- Does management encourage creative and individualized care planning?
- Are families included in the care/service planning process?
- Do direct care workers routinely support and validate the choices made by the residents?
- Do clinical policies discourage the use of chemical and physical restraints?
- Are residents allowed to safely live within their own reality?