

How to Motivate Staff

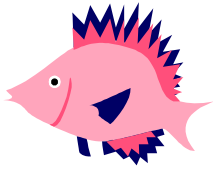
Presented by:

Glen Fowler
Recruiting and Training Manager
California State Auditor

And

Joy Irwin
Continuing Education Administrator
Louisiana Legislative Auditor

September 6, 2002



Course Objectives

- Define motivation
- Explore what a motivated workplace looks like
- Discuss what motivational tools work and do not work

Fish Facts

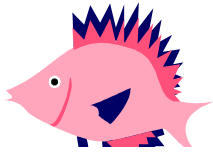
Douglas McGregor in his book *The Human Side of Enterprise* (1960) examined theories on behavior of workers.

Theory X Assumptions:

- Because of their dislike for work, most people must be controlled and threatened before they will work hard enough.
- The average human prefers to be directed, dislikes responsibility, is unambiguous, and desires security above everything.
- The two assumptions above give rise to “tough” management with punishments and tight controls.

Theory Y Assumptions:

- The expenditure of physical and mental effort in work is as natural as play or rest.
- Control and punishment are not the only ways to make people work, man will direct himself if he is committed to the aims of the organization.
- If a job is satisfying, then the result will be commitment to the organization.
- The average worker learns, under proper conditions, not only to accept but to seek responsibility.
- Imagination, creativity, and ingenuity can be used to solve work problems by a large number of employees.



About the Presenters

Glen Fowler

Glen Fowler is the Recruiting and Training Manager with the California State Auditor. As the Recruiting Manager, Glen's responsibilities include: developing and implementing a recruiting strategy, managing the exam and interview processes, and extending offers and hiring new employees. As the Training Manager, Glen's responsibilities include: developing and implementing a Training Plan, coordinating with in-house instructors and contracting with vendors to conduct training, developing and delivering training classes for staff and management, ensuring that all audit staff meet "Yellow Book" CPE standards, and overseeing the office's Peer Mentoring program.

Prior to assuming the recruiting and training responsibilities, Glen worked in the executive office as an Executive Management Specialist and as an internal auditor for the Employment Development Department.

Glen received his Bachelor's Degree in Political Science from the University of California, Berkeley, in 1986, and his Masters in Public Administration from California State University, Sacramento, in 1989.

Joy Irwin

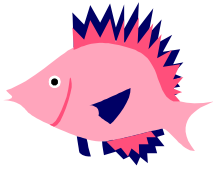
Joy Irwin is the Continuing Education Administrator for the Legislative Auditor's Office. Her responsibilities include coordinating training for all OLA employees, maintaining the CPE database, and overseeing and updating the training curriculum.

Before coming to the Legislative Auditor's Office, Joy taught accounting at Louisiana State University, where she worked as an instructor, an Assistant to Department Chair and an Assistant Dean from 1983 to 1999.

Joy grew up in various townships in Louisiana and graduated from Patterson High School. She then graduated from Centenary College, with a bachelor of science in accounting and from LSU with a master of business administration.

Joy is a member of the American Institute of Certified Public Accountants, the Society of Louisiana Certified Public Accountants, and the American Society for Training and Development.





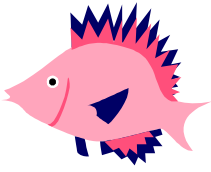
Motivation

Activity

List below what motivates you.

Fish Fact

motivate—To
provide an incentive
or motive; impel

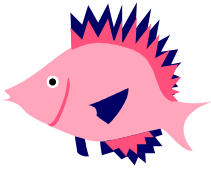


Motivated Workplaces Include:

- Commitment to _____ and responsibility for actions.
- Open _____
- Low employee _____
- Creativity and ingenuity, especially in solving _____
- Collaboration
- Excellent customer _____

Catch of the Day

Treat people as if they were what they ought to be, and
you help them to become what they are capable of being.
Johann Wolfgang von Goethe (1749-1832)

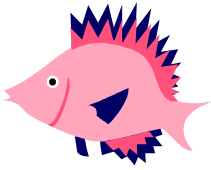


Myths About Motivation

- Everyone is in agreement.
- Motivated employees work plenty of overtime.
- Employees who are motivated don't need much input from management.
- A formal plan for motivating employees is unnecessary.
- Money motivates best.

Catch of the Day

Call it what you will, incentives are what get people to work harder. Nikita Khrushchev

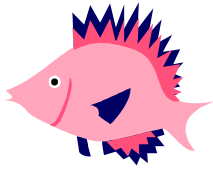


Management's Expectations About Motivation

- Cost of Turnover
- Staying Competitive
- Be consistent
- Retaining Employees
- Use the approach that works

Catch of the Day!

Do what you can, with what you have, where you are. Theodore Roosevelt

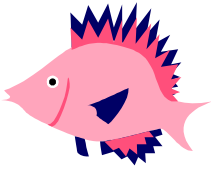


Who is Responsible for Motivation?

Activity

Give examples of how you can:

- Establish a positive work environment
- Keep communication open
- Provide opportunities for advancement
- Recognize and Reward
- Encourage Teamwork

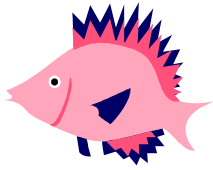


Keys to Motivation

- Keep a positive attitude
- Personal Motivation
- Lead by Example

Catch of the Day

Nothing great was ever achieved without
enthusiasm. Ralph Waldo Emerson

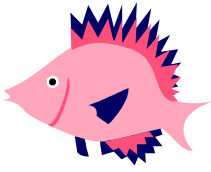


What Motivation Programs Are Successful?

- Building _____
- Empowering Staff
- Providing _____
- Encouraging _____ Development

Catch of the Day

Attempt the impossible in order to improve your work. Bette Davis

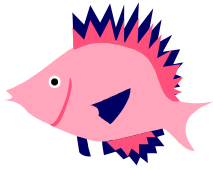


What Motivation Programs Are Not Successful?

- Never personally _____ someone.
- Never _____ an employee.
- Don't govern by _____.
- Don't shoulder all the _____.
- Don't _____ your employees.

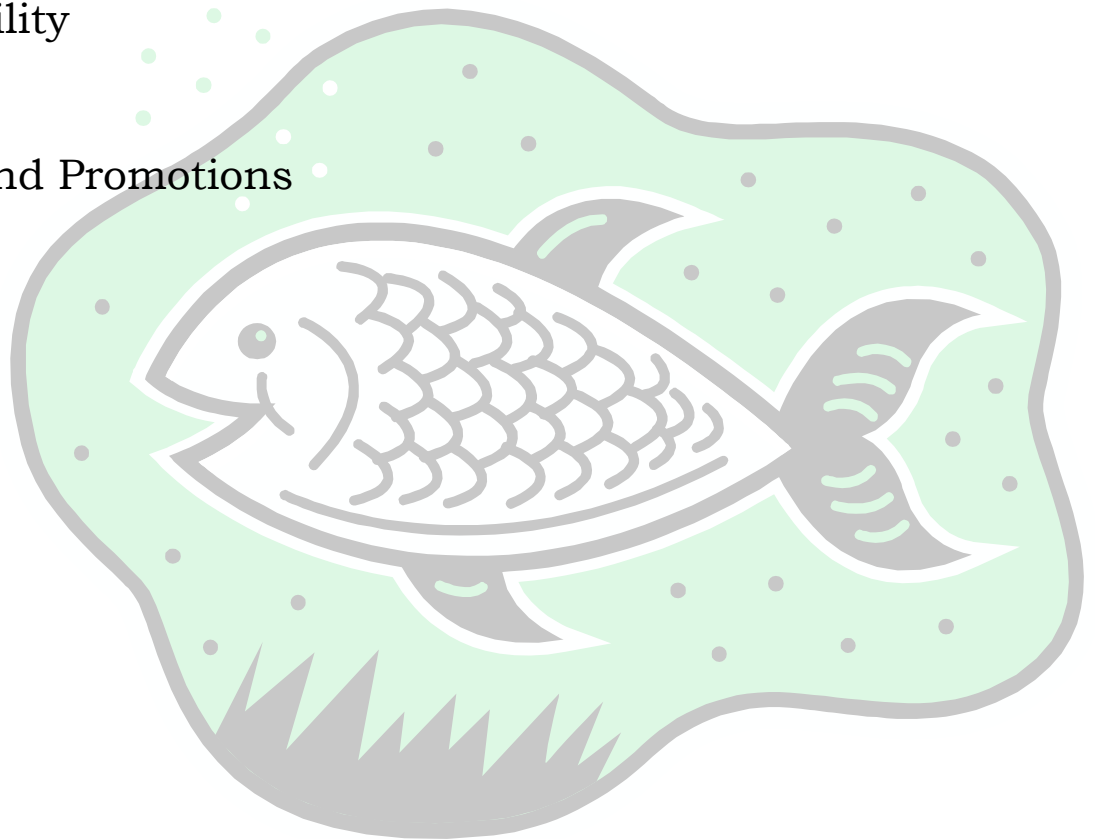
Catch of the Day

Pleasure in the job puts perfection in the work. Aristotle



Different Things Motivate Different People

- Balance
- Benefits
- Communication
- Compensation
- Corporate Culture
- Recognition and Rewards
- Responsibility
- Teamwork
- Training and Promotions





Fold 4

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Fold 1

Fold 2

Fold 3