

How to Motivate Your Staff and Improve Employee Morale



By





Our passion is properly serving customers. Operating as a 24/7/365 Telephone Answering Service and Medical Exchange since November of 1954 we have developed skills and techniques that allow us to delight a wide range of clients. As we have grown and prospered for over 50 years we feel now is a great time to give something back to our customers, prospective customers and anyone seeking to improve their business success. Included in this book are tips and tools that we hope will make your job a bit easier each day. One of the great learning tools we have employed is the willingness to learn from our mistakes. Please take advantage of our many years of experience and avoid some of the pitfalls that we have learned to overcome. Our hope is that you and your office can adopt some of these tools to make your life a bit less complicated and allow you a bit more uninterrupted leisure time.

Thanks for Listening!

Jamey Hopper
President



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One of the many challenges in today's workplace is retaining top talent and keeping them engaged. We work hard to capitalize on our human capital because they are our greatest assets. We'd like to share some of what we've learned about engaging our employees and improving employee morale. We hope our tips can help you strengthen your team and capitalize on your greatest assets.

THE RESEARCH

Upon hire employees form perceptions about their new workplace. Negative perceptions can lead to disengagement very quickly and prompt new hires to look for another job within the first year of employment. Some studies show that turnover can cost up to 250% of an employee's salary. That's expensive!!!

A recent Gallup Engagement Index Report shows that only 33% of workers are engaged.

What is the cost of all this disengagement?

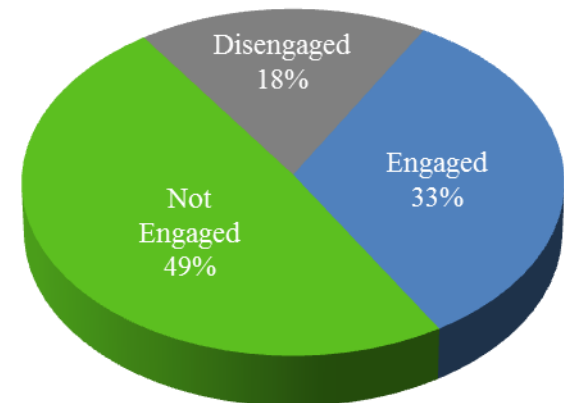
"Actively disengaged employees erode an organization's bottom line while breaking the spirits of colleagues in the process. Within the U.S. workforce, Gallup estimates this cost to be more than \$300 billion in lost productivity alone. In stark contrast, world-class organizations with an engagement ratio near 8:1 have built a sustainable model using our approach. As organizations move toward this benchmark, they greatly reduce the negative impact of actively disengaged employees while unleashing the organization's potential for rapid growth." (GALLUP).

The Three Types of Employees

Engaged employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.

Not Engaged employees are essentially "checked." They're sleepwalking through their workday, putting time but not energy or passion into their work.

Disengaged employees aren't just unhappy at work; they're busy acting out their unhappiness. Everyday, these workers undermine what their engaged coworkers accomplish.



(GALLUP Business Journal)



UNDERSTANDING ENGAGEMENT

An "engaged employee" is one who is fully involved in, and enthusiastic about their work, and thus will act in a way that furthers their organization's interests. According to Scarlett Surveys, "Employee Engagement is a measurable degree of an employee's positive or negative emotional attachment to their job, colleagues and organizations that profoundly influences their willingness to learn and perform at work". Thus engagement is distinctive from employee satisfaction, motivation and organizational culture. (Scarlett, 2011)

What does disengagement look like?

- An unwillingness to participate in social events outside the office
- A tendency to isolate oneself from peers
- A normally outgoing and enthusiastic individual seems to fall by the wayside or has nothing positive to contribute
- Other small indicators can be sighs of apathy or open challenges or engage in public shouting matches with peers

(Falcone, 2006)

Employees remain engaged when they:

- Are recognized for their hard work
- Are shown appreciation for a job well done
- Experience open communication with their immediate administrator
- Excel when they see the opportunity for advancement and longevity within the company

Promoting employees from within your organization builds trust and loyalty.



@sk the Expert



Steffy Ritter
Business Manager





FIRST IMPRESSIONS

First impressions are important in fostering an engaged and motivated employee.

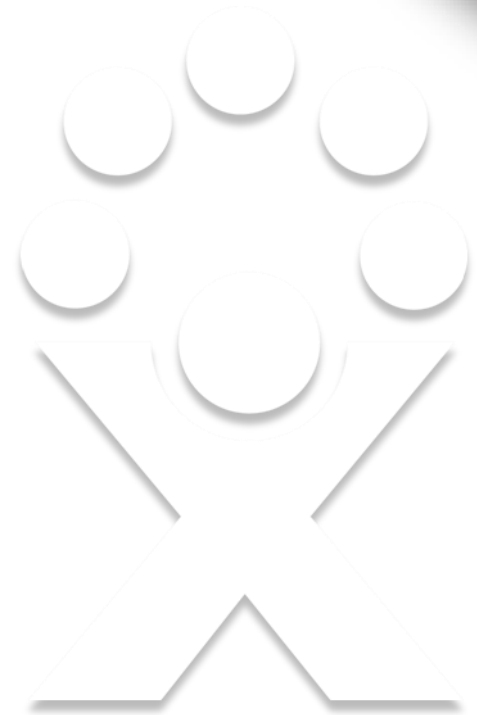
Five easy things to help make a great first impression

1. Stay in touch with your new hire before he/she starts, especially if there is a lengthy time frame between when the offer is accepted and their first day.
2. Designate a mentor or partner to train, introduce and/or help the new hire on their first day.
3. Keep their family in mind. A new job can mean an adjustment for the employee's family too, especially when relocating. If your new employee and family have relocated, help them to feel comfortable in their new community.
4. Prepare for the arrival of your new hire – designate a workspace, computer, etc., prior to their first day to ensure that the new hire feels welcomed and comfortable.
5. Be open and accessible for answering questions. Remember to be patient, it's their first day.



Round of Golf with Jamey –

To break the ice and welcome new hires, Human Resources rolls out the *green* carpet by positioning putting cups throughout the office. Dexcomm's newest team members are given a tour, introduced to office personnel and learn more about our organization while playing a "round of golf" with the President of [Dexcomm](#), Jamey Hopper.





WHAT EMPLOYEES REALLY WANT



Company Monthly Meeting

Every month we hold a company meeting where our president, Jamey Hopper, talks about our business, new incentive programs, what we as an organization are focusing on as well as recognizing those who have performed exceptionally well.



Points

We reward employees for a job well done or meeting certain levels of service with points that are redeemable for apparel embroidered with our company logo.



COACHING

We can't say it enough....Communicate, Communicate, Communicate!!!

Your employees want to know what is going on in the organization. So, tell them! Leaving them in the dark only creates distrust and certainly does not grow loyalty. In addition, your employees want to know what you think. They want to know how you see certain situations.

Be open to feedback from your employees about how well you supervise. Asking them for feedback is a great way to learn about your personal supervisory strengths and weaknesses. Be prepared to make some changes from their feedback and communicate how you're making those changes.

Specifics for Supervisors

Offer Development Opportunities

- Provide on-the-job training opportunities as well as continuing education and identify individual needs and goals using a performance management system.
- Communicate that actively resisting learning or growing depreciates an individual's value in an organization. Make your team aware that you are interested and invested in their value and long term success not only for organizational purposes but individually as well.

Be Open to Change

- The world around us is constantly changing. Technology is creating new opportunities for us to share ideas and foster creativity in ways never seen before. Encourage your team to discover how they can bring change into your organization by learning and growing with new business practices and technology tools.
- Employees feel a sense of trust and confidence by initiating or participating in change.

Eliminate the perception of favoritism by getting to know all of your staff.



Skill Paths

Employees that are interested in obtaining new skills can apply to open intern-like positions such as Human Resources where they could be tasked with assisting in recruiting efforts or assisting with a new training class.



COACHING



Capitalize on Employees' Special Skills and Interests

- Identify specific interests and skills in your team and find a way to put them to use. This increases engagement on-the-job by allowing employees to contribute in ways that are authentic to them.
- Encourage fun and creativity at work!!

Provide Opportunities for Socializing

- Company celebrations (even small daily events) help your team relate to one another through camaraderie and in turn increase loyalty and motivation.
- Through celebration, teams share common goals, which lead to increased trust not only in your team but throughout the organization.
- Encourage participation from everyone. Allow each person to choose how they will participate. This promotes or inspires autonomy.

Give Credit Where Credit is Due

“Employee recognition is not just a nice thing to do for people. Employee recognition is a communication tool that reinforces and rewards the most important outcomes people create for your business. When you recognize people effectively, you reinforce, with your chosen means of recognition, the actions and behaviors you most want to see people repeat.” (Heathfield, 2005)

Committees

Dexcomm developed committees that are open to all levels of staff to help make our office a better place to work. For instance our Give Back members meet and find ways to help serve the community and our Focus on Us Team members meet to discuss benefits, scheduling, staff motivation and team building activities.



Themed Days

We have themed days where staff is encouraged to wear themed work-appropriate “costumes” and enjoy themed refreshments, decorations and games.



ORGANIZATIONAL CULTURE

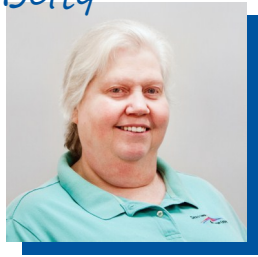
Culture is defined as the collective behavior of human that are part of an organization. It is also formed by the organization's values, visions, norms, working language, systems, and symbols. It includes beliefs and habits. It is also the pattern of such collective behaviors and assumptions that are taught to new organizational members as a way of perceiving, thinking, and feeling. Organizational culture affects the way people and groups interact with each other, with clients, and with stakeholders. Click here to read more on [Organizational Culture](#)



The Kitchen

One of our team's favorite benefits is our kitchen. We have installed a soft drink fountain, specialty ice machine, coffee station, full sized stove, refrigerator and dishwasher. We also provide dishes and utensils.

Betty



Prior to our company's monthly meeting, a member of our staff (usually Betty) shops for and cooks a company-sponsored lunch that our entire team is able to enjoy.

Barter for Prizes

We have found that using a bartering organization has produced many benefits for our company, including obtaining fun prizes to reward our team members with!

To learn more about barter organizations, [click here.](#)

The Love Fund

Employees donate a dollar per paycheck to a company fund that purchases flowers or candy baskets that mark special occasions such as new family members or birthdays.



NON-MONETARY BENEFITS

It's easy to fall into the trap of thinking that money is what brings in the best and the brightest. After all, developers tend to receive paychecks a bit beefier than other professionals with similar levels of experience and education. But at the end of the day, it is often the non-financial rewards that attract the top developers — and that's almost always what keeps them on staff.

Here are a few non-monetary benefits that may be easy to implement in your organization that we have used successfully and really enjoy:

The Swap Shoppe

Dexcomm purchased five large bins and labeled them either men's or women's for tops and bottoms and one for accessories and were placed in a private corner of the office. Employees can only donate clothes to the Swap Shoppe that meet our dress policy and other employees may "shop" the bins and take home whatever they like.

Peace of Mind

Installing safety features such as security cameras, key-coded doors and lockers, as well as practicing safety drills are all appreciated initiatives.

Safety Sessions

We have also hosted first-aid classes and had our local fire department give a presentation on how to use a fire extinguisher and our local police department gave a presentation on general personal safety.

Town Hall Meetings

We make it a practice to hold regular town halls that allow our employees an opportunity to share their thoughts and ideas directly with the owner or another member of senior management. We hold the meeting over lunch so that it is a casual setting and everyone feels comfortable in the environment. It is important to be open about the fact that it is not possible for all ideas to be implemented, but it is an open forum for communication for every employee.



Other non-monetary benefits

- Flextime allows an employee to select the hours he or she will work, with limits set by the employer. Employees on a flexible work schedule can decide between a condensed or regular work week. An employee with a condensed work week may work 4 ten-hour days, or they may have a five day workweek but work hours other than 9 to 5.
- Telecommuting or telework – is a work arrangement in which employees do not commute to a central place of work. A person who telecommutes is known as a "telecommuter" or "teleworker." Many telecommuters work from home, while others sometimes called "nomad workers" or "web commuters," use mobile telecommunications technology to work from coffee shops or other locations.



TOOLBOX



Blogs

- [How to Successfully Setup an Interview](#)
- [Maximize Your Interview Process](#)
- [Save Time and Money with a Great Policy Manual](#)
- [How to Get Organized by Using Checklists](#)
- [How to Do What You Say You Will](#)
- [How to Have FUN at Work](#)



eBooks

- [How to Hire and Retain Superstar Employees](#)

Motivation and Engagement Exercise

**Ask
Yourself:**

- What motivates you?
- What engages you?
- What could your boss do different to engage and motivate you?

**Now,
choose
an
employee
you
supervise
and ask:**

- What motivates that employee?
- What engages that employee?
- What are two things I could do differently to engage and motive you?



4

Steps to Establish Trust in the Workplace

1. **Establish and maintain integrity.** Integrity is the foundation of trust in any organization. Integrity is defined at Dexcomm as a sense of responsibility to self and others while having the fortitude to do things right. Integrity must begin at the top with the CEO/President and then move down to first line supervisors and staff. This means, among other things, keeping promises and always telling the truth, no matter how difficult it might be. If its people have integrity, an organization can be trusted.
2. **Consider all employees as equal partners.** Trust is established when even the newest rookie, a part-timer, or temporary employee feels important and part of the team. This begins with management not being aloof, as well as getting out and meeting the troops. This should be followed by leaders seeking opinions and ideas (and giving credit for them), knowing the names of employees and their families and treating everyone with genuine respect.
3. **Focus on shared, rather than personal goals.** When employees feel everyone is pulling together to accomplish a shared vision, rather than a series of personal agendas, trust results. This is the essence of teamwork. When a team works well together, the players trust one another.
4. **Do what's right, regardless of personal risk.** We all know intuitively what's "right" in nearly every situation. Following this instinctive sense, and ignoring any personal consequences will nearly always create respect from those around us. From this respect will come trust.

5

Fastest Ways to Lose Trust in the Workplace

1. **Act and speak inconsistently.** Nothing confuses people faster than inconsistency. And if confusion due to contradiction is the only constant, trust is sure to fall victim.
2. **Seek personal rather than shared gain.** One who is out only for themselves, especially in a team environment, quickly loses the respect and trust of others.
3. **Withhold information.** When the communication channels shut down in an organization - both top-down (CEO to staff) and bottom-up (staff to CEO) - rumors start and misinformation is believed to be real. True information is often shared too late, or is never offered leaving the feeling of mistrust throughout the organization.
4. **Lie or tell half-truths.** Untruthfulness is a quick way to break a bond of trust. People may accept it once, even twice, but will not continue to trust as a result of continued untruthfulness.
5. **Be closed-minded.** An unwillingness to consider other ideas and points of view, and/or to create an atmosphere of, "it's going to be my way or the highway...", will certainly cutoff communication and eventually shatter trust.



THE DEXCOMM DIFFERENCE

At Dexcomm, we believe that engagement practices are vital in efforts to engage our staff and improve employee morale. We hope these tips will be useful to you as you incorporate them into your culture. To learn more about [Dexcomm](#) and [our employment methods](#), [click here](#).

A Special Thanks to our Dexcomm Contributors



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