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**Ten Techniques for Motivating Others through Chaos**

**By Ed Sykes**

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The work environment has changed. Change has become the norm. Also the truth level of employees has decreased. This can lead to increased dissatisfaction and decreased productivity.

Here are ten techniques for motivating your employees to succeed during chaos:

**1. Take Care of the Little Things**

Doing the little things well will show that you respect your employees. Making sure you are on time for meetings, saying "good morning" and "thank-you," and returning phone calls and e-mails in a timely manner goes a long way to showing your employees that you care during chaotic times.

**2. Be an Active Listener**

Recent research stated that the average supervisor or manager only invests two hours per year applying "pure listening" skills. Pure listening is when you are listening to your employee you are not:

- \* Multitasking
- \* Ordering your lunch
- \* Watching people walk by your office.
- \* Answering telephone calls
- \* Setting up appointments

To be a pure listener you must be an active listener. Good managers do more than pay attention. They genuinely care about people and never talk down to them. They ask their employees about their goals and dreams, their past achievement, their concerns and challenges during this chaotic time. They listen with their hearts and minds. They respect the employee's thoughts and opinions. They realize that the employees sometimes have the best answer for achieving more through chaos.

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### 3. Walk your Talk

If you expect your employees to arrive early, then you arrive early. If you expect your employees to keep their promises, you keep your promises. If you want your employees to keep to high standards, you keep to high standards.

Your employees are watching you even when you don't think they are watching you. So set the tone. Once you walk through the doors of your organization make sure you are positive and upbeat if you expect your employees to be positive and upbeat.

### 4. Let People Know They Make a Difference

At the top of many lists of what motivates employees, more than money, is knowing that they make a difference at work. One of the most powerful methods of letting your employees know they make a difference is...praise (Go to article [Appreciate to Motivate](#) to learn how). The praise should relate to

how the employee helps achieve the overall mission of the organization.

### 5. Communicate Clearly

Communicate so that others understand what you want to achieve. Adapt your communication to the audience you are speaking. Constantly communicate your vision and goals so that there are no misunderstandings. The clearer the vision, the clearer the communication, the clearer the opportunity for success.

### 6. Help Employees Succeed

People go to work to succeed, not fail. It is your job to understand your employee's strengths and weaknesses so that you can put them in the best position to succeed. If, for example, you find out that an employee is lacking in a certain skill set to succeed during a change then provide the coaching and training to make them and your organization successful. The best managers minimize or eliminate their employees weaknesses and while building on their strengths. Remove any and all barriers to success.

### 7. Focus Your Team on the Goal.

Focus your employees on the end result, the overall team goal. Once you successfully communicate this your team will band together to defeat any obstacles that get in the way.

### 8. Create High Standards

High-performance organizations set high standards for their people. Employees want to know what is expected of them, how their performance is measured, and what rewards they can expect when they exceed the standard. Make sure the standards are consistently applied to each employee. Make sure each employee understands how the standards are measured so that they know how to reach it. As each plateau is reached, set new goals.

### 9. Help Your Employees Compete and Win

Develop goals that help all your employees excel. Make your goals inclusive not exclusive. This means that everybody is working together and wins together. Have your employees compete against the goal, not each other.

### 10. Reward Outstanding Achievement

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Find ways to recognize your achievers in a public way. The more you reward employees for excellent achievement, the more you receive more of the same behavior. Make sure you are consistent with the way you contribute rewards to your employees. Very important, make use you communicate exactly why the employee is being rewarded. And last, reward as soon as possible to the action.

Some of the ways you can show recognition are:

- \* Idea board
- \* Initiative Board
- \* Star Spotlight
- \* Certificates
- \* Gift cards
- \* Say thank-you
- \* Lunch

Apply these techniques and you will achieve your goals during the most challenging of times.

Ed Sykes is a professional speaker, author, and success coach in the areas of leadership, motivation, stress management, customer service, and team building. You can e-mail him at <mailto:esykes@thesykesgrp.com>, or call him at (757) 427-7032. Go to his web site, <http://www.thesykesgrp.com>, and signup for the newsletter, OnPoint, and receive the free ebook, "Empowerment and Stress Secrets for the Busy Professional."

### **How to Boost Morale In Your Organisation**

**By Lorraine Pirihi**

Who keeps the wheels turning in your organisation? Who holds it all together when chaos reigns supreme? Who can you rely on to run your department/business in your absence?

Generally it's the admin/secretarial/support staff who toil away at their computers day after day, week after week and maybe year after year.

Tell me...when's the last time you thanked or rewarded them for their efforts? I'm sure you did what everyone else does at Xmas – take them out to lunch or dinner. The once a year treat. And yet what about the next 51 weeks?

How do you keep their motivation up and spirits high during the coming months? Did you know that if you rewarded them in some small way on a regular basis, their performance and undying loyalty to you, will stay intact. Instead of taking a day off at the slightest hint of a sniffle or cough, or really any excuse not to be at work, they will more likely do their utmost to not let the team down.

We all respond to recognition and reward. And yet how will you plan some way of motivating and rewarding your troops throughout the year? Well, I have the answer.

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### My Observations

In an organisation whether it be large or small, generally the hierarchy and sales people are regularly exposed to personal development, motivational meetings and seminars. They get all pumped up and yet when they return to the office, cannot understand why the general office staff do not possess that same level of enthusiasm.

Your support team are vital to your organisation and need regular exposure to these types of functions. They need this exposure to keep their spirits high as these are the people whom your customers, clients, suppliers and future prospects will be communicating with. But how do you get them there?

### The Solution

You can suggest to your team that they can attend a certain no. of personal development seminars throughout the year. However, this may not be suitable for some as they won't even bother going because they don't know what's available and/or could make excuses not to go because there's too much work. Yes, there are lots of workers who have said that to me.

You could organise an in-house personal development programme. Perhaps have an external (motivating) speaker once a month for a "Lunch n Learn" session or maybe a regular breakfast.

Now you're probably saying "this seems like hard work, I haven't got the time to do this. Where would I find the speakers?"

### The Good News

Through an overwhelming need for many of my clients to motivate their general office troops, I have now decided to add a new dimension to The Office Organiser. I call it The Speaker Organiser.

It can be difficult sourcing the right type of speaker. As an Accredited Professional Speaking of The National Speakers Association of Australia, I have personal access to a wide range of entertaining, motivating and educational speakers to meet your needs and budget.

The Speaker Organiser can take the worries out of your planning and co-ordinate an educational/motivation programme for you and your team. Perhaps you run an association and need to inspire and develop your members.

Whether you just want a speaker/s for a 'Lunch 'n' Learn', conference, seminar, department meeting or breakfast, I'll organize the programme to suit your specific needs. My aim is to provide personal development training to motivate, develop and inspire you and your troops on a regular basis.

If they are shown that your company cares and appreciates them and are prepared to invest in their development and growth, this will definitely impact on workplace performance, relationships and morale.

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After all, who is the greatest asset in any organisation...the people!

Lorraine Pirihi is Australia's Personal Productivity Specialist and Leading Life Coach. Her business The Office Organiser specialises in showing small business owners and managers, how to get organised at work so they can have a life! Lorraine is also a dynamic speaker and has produced many products including "How to Survive and Thrive at Work!"

To subscribe to her free ezine visit

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How to Boost Morale In Your Organisation  
Create a Blueprint for Your Success  
How To Be Motivated Without A Motivator  
6 Simple Steps To Accelerating your Learning  
Cleveland Schools Aim For Healthy Students And Teachers

Motivate Your Way To Success  
Hitting the Search Engines  
Cure Bad Breath  
Newbie's Guide to Stop Spam  
The Truth About Diabetes



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