

LEADERSHIP AND THE EAP

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A Simple Way to Motivate Employees

My employees get paid well to do a good job. I've been criticized by some for not verbally praising their good work. Honestly, it's just not part of my personality and it feels fake when I do it. Is it really that important?

Research shows that recognition beyond pay, practicing strategies of positive reinforcement make work teams more productive. There is an important distinction to be made between *praise* – verbal reinforcement and recognition directed toward a particular achievement and *encouragement* - verbal reinforcement and recognition for positive effort and energy. Encouragement is the more useful supervisor tool. Encouragement particularly is important as it focuses on the effort to achieve in a timely manner;



while praise is reserved for the accomplishments that may not always be shown to the employee.

Why is this true? Some basic human needs are met when employees are paid. Additional equally important needs are met when one feels that one's job is safe and secure and when one's work is perceived as meaningful and challenging. Whether it is or is not "part of your personality" to provide positive reinforcement, you must

train yourself to provide encouragement if your team is to remain competitive long-term within your organization. Develop the encouragement strategies and habits needed as a leader. Do not underestimate the role you play in motivating your employees. The EAP might help you deal with the roadblocks to this valuable supervision skill.

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)