

Academic and Employability Skills

What is the most effective way to motivate staff?



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Student: Iulia Dunareanu

Student ID: 2126703

Lecturer: Dr Besty Jose

Module code: BMSW4001

Table of Contents

1.0 Introduction	2
2.0 Employee motivation.....	2
2.1 Participation in workplace	2
2.2 Great communication.....	3
2.3 Knowing the team and matching people to their skills.....	3
2.4 Managing failure effectively	3
3.0 Conclusion	4
4.0 References.....	5

1.0 Introduction

The world is progressively evolving, and digital channels take over the traditional ways jobs could have been done. The workforce nowadays is dramatically different than the one it was several years ago due to the technological advancement. Managers have the duty to motivate staff and improve the overall job satisfaction, as well as blooming the business performances through staff managing. This report has the aim to highlight the main challenges a manager faces in any workplace. The paper is broken down in four sections, each of them narrowing down one way to motivate employees.

2.0 Employee motivation

As the job vacancy crisis rosed to a new high of 1.3 million in May 2022, the UK workplace market has been considered as unstable especially due to early retirement and long-term sickness. As the country emerged from lockdown, the labour shortages are driven by the prices and wages offered. Thus, being able to manage a team and keeping staff motivated during this crisis is crucial as it could jeopardize the well-being of any company.

2.1 Participation in workplace

According to Kmietowicz (2009), the idea of allowing employees to have a voice in their workplace is important as involvement motivates staff. Furthermore, it delivers better productivity and boosts the performance of the business whilst having less staff turnover and absenteeism. Pearce (2007) highlights the same way to motivate employees to a greater commitment by involving staff into taking decisions about team projects. The democratic management principle lays down to the fact that participative approach could nurture morals and productivity among any workplace (Goodall, 1990). The sense of belonging and being active within the workplace enables employees to develop their creative and critical thinking skills whilst managing a situation as a team. Being a good manager imply being a good leader. Thus, leadership and supervision patterns lead to defining the organizational climate. The participation in decision-making gives the opportunity to “express opinions, ideas and suggestions, which can lead to improved working methods, reduce conflict and raise the morale of individuals and groups” (Madi et al, 2018, p.23). The self-explanatory method of having the staff to participate in decision-making is found to be the opposite of the individual approach of leaders. Instead, managers use this method to promote inclusion and promote a healthy team-working environment.

2.2 Great communication

Another manner that managers could outcome a toxic environment at work is to maintain an open communication between staff members. Murray (2021) explains that secretive managers deliberating that information is power and withholding reasons for the decision-makings from their employees tend to be categorized as “bad managers”. Thus, being ambiguous and have no sense of audience could lead to demotivation and lowering efforts being made by staff towards the company. Plus, employees need constant feedback and a lead to ensure that their work is on the right track when it comes to being an asset to the company. Having great communication skills that imply both verbal and nonverbal communication as a manager would simply discretionarily motivate employees while making them feel respected.

2.3 Knowing the team and matching people to their skills

Understanding the skills and talent of each individual that is part of any manager’s team is the primary requirement to acknowledge the possibilities to assign tasks in any teamwork. For instance, people who are skilled in certain areas could proficiently work under pressure and conduct a great performance. However, people who are less skilled and are in need of more training would be feeling discouraged rather than confident when carrying out the same job. Delegating work and assuring that the employee has the required tools to carry out tasks are mandatory to ensure great success. According to Stobierski (2020), good managers find ways to motivate employees by acknowledging their assets and use them by assigning tasks particularly fitted for their personality and for their traits. In this way, employees would feel empowered and would achieve the goal in a time-wise manner. Furthermore, Pearce (2007) also argues that it is imperative that each manager knows the strengths and weakness of their team members so assigning tasks would match the criteria for each individual. Effectively matching people’s skills with getting the job done would result in a greater synergy and a project that would be carried out faster and easier.

2.4 Managing failure effectively

Nonetheless, it often happens within a teamwork to have a bit of the project going on the wrong way. The team member could self-demotivate because of the result of failure and could result in even worse situations. A good manager would know how to handle these situations and would meticulously take care of approaching these kinds of situations. Instead of allowing employees to diminish their self-confidence and cut the progress made, a great manager would seek for the reasons of failure and provide emotional support as well as a greater wide of resources available to the staff to achieve the goals imposed. Putting emphasize on the bits that the individual has done correctly and effectively instead of

focusing too much on the failures would increase the confidence back and would encourage him or her to try undergoing the process again. Having given back feedback and help when unexpected situations might appear could be the turning point of each project management as any team would be needing a lead and support to overcome their weaknesses.

Furthermore, Pearce (2007) argues that reviewing progress regularly could determine where team members are stuck and help them to make changes that would allow carrying out their tasks easier. By reviewing regularly the progress, managers could tackle the situations of when their team members are facing failure and would drop their confidence levels.

3.0 Conclusion

To conclude, there is best way to manage a team effectively as each way contributes towards to the result of having a great climate with hard-working individuals that are thriving to achieving the same goals. The role of a manager is, eventually, to be a leader in any situation and lead team members to achieve success on the journey of project management. Having great communication, assigning tasks to people who are specifically very skilled at, managing failure and conflicts effectively and allow participation at workplace provides great ways to motivate team members and have high levels of confidence and of job satisfaction.

4.0 References

Goodall, R. (1990). Democratic management principles. Involving the staff in decision making. *AORN journal*, 51(6), 1553-1557.

Kmietowicz, Z. (2009). *NHS could learn from John Lewis about motivating staff, says Nuffield Trust*

Madi, S. A., El Talla, S. A., Abu-Naser, S. S., & Al Shobaki, M. J. (2018). *The dominant pattern of leadership and Its Relation to the Extent of Participation of Administrative Staff in Decision-Making in Palestinian Universities.*

Murray, K. (2021). *Eight ways bad managers kill conversations – and motivation - CMI.* [online] CMI. Available at: <<https://www.managers.org.uk/knowledge-and-insights/article/eight-ways-bad-managers-kill-conversations-and-motivation/>> [Accessed 6 July 2022].

Pearce, C. (2007). Ten steps to staff motivation: Chris Pearce offers a guide to help nursing leaders motivate their staff. *Nursing Management*, 13(9), 21-22.

Stobierski, T. (2020). *7 Skills You Need to Effectively Manage Teams | HBS Online.* [online] Business Insights Blog. Available at: <<https://online.hbs.edu/blog/post/team-management-skills>> [Accessed 7 July 2022].