

Student Name: Natalia Cojocar

Student ID: 2119063

Module code: BMSW4001\_BIRM

Module Title: Academic and Employability  
Skills

Assignment section: Report Task 1

Lecturer's name: Doreen Nyaa-Amundam

What is the most effective way to motivate staff?

## Table of contents

|                                                     |   |
|-----------------------------------------------------|---|
| Chapter 1: Introduction.....                        | 3 |
| Chapter 2: The techniques of motivating staff ..... | 3 |
| Chapter 3: Conclusion.....                          | 5 |
| Chapter 4: References.....                          | 6 |

## Chapter 1: Introduction

The report will be structured in three chapters, following the 'Simple Essay Format.' The first chapter will contain a brief description of the Task and will be given an overview of the different motivation techniques and relevant information for the report. Following by the second chapter which will have the main body and will introduce the reader to the subject of the report. This chapter will be followed by several supporting paragraphs focused on supplying evidence where all the information will be very well detailed and will present an outline of the arguments contained and will state the central points of the report. The final chapter will be the conclusion, which will relate the ideas and concepts covered in the second chapter.

The purpose of this report is to analyse and to present a coherent argument to the topic what the University of Wales Trinity Saint David addressed to the students, also the report will be present in a consistent manner and will try to answer as concisely and understandably as possible. Several types of motivation techniques what has been discussed in the class, also sources from independent sources will be discussed in this report such as:

- Recognition or reward program
- Working condition
- Interpersonal relationships
- Positive environment
- Psychological needs
- Self-actualization
- Hyper-connected workplace

## Chapter 2: The techniques of motivating staff

The manager's aim is to make the business more successful, to increase productivity and to reduce the losses. To do this, managers need new approaches and new techniques to motivate people and make them work as a team. Below are some of these techniques that will be discussed in detail.

Today the way people do business and their managers have changed radically. In a world where business is interconnected, even the smallest detail matters. Companies have begun to put increased emphasis on motivating people to make them work as productively and efficiently as possible. One of the crucial factors to making a successful and sustainable business is the ability of managers to motivate their employees to outdo themselves and be successful. That is why companies have started to invest enormous resources compared to the last decades. Below we will outline and elaborate six techniques of motivating staff.

### **1. Recognition or reward program**

One of the most successful techniques to motivate staff is recognition and a rewarding system is something referred to as vertical integration. If implemented correctly, this is a particularly useful and simple technique to implement. A combination of monetary and non-financial reward programs encourages healthy competition in the work. According to H. Phillips, et al 2017, "it is important to create a program that allows recognition at all levels from support staff to technical staff to pharmacists. A program should be inclusive so that all staff members feel valuable." The authors strongly suggest that recognition is essential because employers want and must feel acknowledged for the effort they give to the business. However, for the best results recognition and rewarding systems must be implemented correctly. Due to the sources that have been studied we concluded that the reward system is divided in three parts. According to Brown, D (2018), "these three drivers have the following meaning. 1. Internal consideration, who is taking account of: job content, equal pay issues, grade and pay structures, 2. External consideration, completing for the business needs in the recruitment market and measured through external benchmarking. 3. Performance-related factors, who is taking account of achievement of annual goal and long-term contribution and potential". The author shows the complexity of this reward technique of motivating employees at different levels of management.

### **2. Working condition (non-financial rewards)**

Another important technique to motivate employees is working condition or non-financial rewards. The work environment can be very stressful and very often this can be a trigger in which the employee loses his temper and feels that he is not part of the group. According to a study conducted by FlexJobs. 2020, "many millennials are starting to rank work-life balance and flexibility as more important to them than compensation. For employers, putting employee loyalty, job satisfaction, and work-life balance first pays off," this study strongly suggests that for most of the millennial generation the working condition may be more important than salary.

### **3. Interpersonal relationships and good communication**

Good communication provides a foundation for trust and respect, helps to have a better understanding of people and the context of conversations. As a manager knowing how to communicate effectively can improve relationships at work and in social affairs. For all employees it is vital to understand what their manager wants to convey to you. That is why managers need to have a different approach to each person and sometimes to avoid using professional words that some employees might not understand. According to CMI 2021, "Good communication has a major impact on whether people feel respected and motivated – and that makes them more likely to give discretionary effort". However, the same author suggests that "Yet most employees say that their managers are not visible and do not talk with them frequently enough," that means not all the managers are aware about this particularly important motivation technique and only persuasive communication can create a good work relationship and lead employees to achieve company goals.

### **4. Positive environment**

In the world we live in today, one of the biggest problems is the mental health. This serious problem that a large number of people around the world is suffering has a negative impact on business as well. According to MentalHealth.org "15% of people experience mental health problem in the workplace, and working condition and environment can have a huge impact for the staff and business"

An environment that is free of hostility and peaceful workplace is also especially important in motivate people. Moreover, as we suggest above, employers may work better and are more productive in workplaces that have a positive vibe and are free of conflict.

### **5. Psychological needs**

As a human being psychological need are vital for human survival. According to the Maslow's Hierarchy of Needs theory, "he suggests that physiological needs are biological requirement for human survival and if these needs are not satisfied the human body cannot function." (Maslow, 1943). This is a vital technique for motivating people such as: drink and food breaks, sick pay, pension scheme, monthly salary, and having a place to work.

### **6. Growth and upskilling**

Another important technique to motivate staff is opportunity to growth and upskilling at work. Employees want to grow and to improve their skills at work and they want to feel that the company sees them as employees are part of the future of the company. This technique to motivate staff is win to win, because at the end the company will get a better skills employer and will and make staff loyal to the organisation. There are diverse ways for this technique such as: virtual courses, microlearning, mentoring, coaching. This technique is very challenging because if employees do not feel they can progress in the company, they may get bored. Is very known that employees change their job frequently when the company where they work do not meet their expectations.

### **7. Hyper-connected workplace**

The world where we live in today is almost a digital world, and the transformation of jobs is happening at an astonishing rate. That is why it is essential for companies that want to survive the changes to adapt. Some of the world's largest technology companies, such as Google or Amazon, are investing huge resources in applications that increase employee productivity and job satisfaction. This can be very difficult to implement in small companies with low-budget. But as these applications improve in the future and companies will see the real benefit, it can be a real win-win for all organizations and employees alike.

## **Chapter 3: Conclusion**

In conclusion, today the world is changing faster than ever, running a company in a very competitive world where every penny count and the competition is very fierce, it is the responsibility of management team to create a pleasant atmosphere at work and a proper environment to grow, this can make a company profitable with some small investments. These employee motivation techniques what we discuss can have a high contribution to the success. However, motivating employee can be very challenging job as managers must deal with employees from different culture or background and sometimes for some of them you may need different approach.

## Chapter 4: References

Armstrong, M. and Brown, D., 2019. Armstrong's Handbook of Reward Management Practice.

Cohen, S., 2006. Compliment your staff with nonmonetary rewards. Nursing Management, [online] pp.10-14. Available at: <<http://www.nursingmanagement.com>> [Accessed 4 March 2022].

Indeed Career Guide. 2020. 12 Motivation Techniques for the Workplace | Indeed.com. [online] Available at: <<https://www.indeed.com/career-advice/career-development/motivation-techniques-for-the-workplace>> [Accessed 4 March 2022].

Maslow, A. H. (1943). A theory of human motivation. Psychological Review, July 1943. 370-396.

Mental health statistics: mental health at work. (n.d.). Mental Health Foundation. [online] Available at: <[https://www.mentalhealth.org.uk/statistics/mental-health-statistics-mental-health-work#:~:text=Working%20conditions%20and%20environment%20can,the%20workplace%20\(14.7%20\)/>](https://www.mentalhealth.org.uk/statistics/mental-health-statistics-mental-health-work#:~:text=Working%20conditions%20and%20environment%20can,the%20workplace%20(14.7%20)/>)> [Accessed 4 March 2022]

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 4 March 2022].

Myers, J., 2022. What Are the Different Types of Motivation Techniques?. [online] Smart Capital Mind. Available at: <<https://www.smartcapitalmind.com/what-are-the-different-types-of-motivation-techniques.htm>> [Accessed 4 March 2022].

Phillips, H., 2017. Exploring Novel Approaches to Staff Rewards and Recognition. Sage Journals, [online] 52, pp.729-731. Available at: <<https://journals.sagepub.com/home/hpx>> [Accessed 4 March 2022].