Tips and Tricks to Motivating Your Staff
Overview

- Paint a picture
- What does your staff want?
- What can you deliver?
- Next steps
Picture of the University
Campus

- Cut services
- Consolidate services
- Hiring/Wage Freeze
CITES Help Desk

- You build it, we support it
- 9 full-time staff, 40 students
- Help Desk Solution: CA Unicenter, Nortel ACD
- Central IT support in decentralized environment
  - Customers: students, staff, faculty, retirees, and affiliates (~120K)
Wants/Needs

- What does my staff need?
- What do they want?
Motivation vs Basic Need

- Study by Frederick Herzberg distinguishes between the basic things you need (supervision, policy, salary, job security) and motivators (achievement, recognition, advancement, responsibility, etc).

- You need both, but they are different.
Simple and Direct

Seminar today
Motivating your staff

Frankly, I was expecting something a bit more sophisticated...
Get them motivated

- Open Door policy
- Include them in decisions
- Empower them to make decisions
- Get to know your staff
- Communicate
- Check your attitude
### Keep them Motivated

<table>
<thead>
<tr>
<th>Scheduled Downtime</th>
<th>Customer Service Appreciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Souper Bowl potluck</td>
<td>Iron Chef potluck</td>
</tr>
<tr>
<td>Halloween contest</td>
<td>Attend conferences</td>
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<tr>
<td>Bi-weekly meetings</td>
<td>Help Desk Games</td>
</tr>
<tr>
<td>Celebrate birthdays and special occasions</td>
<td>Happy Hour</td>
</tr>
<tr>
<td>IT Appreciation Day</td>
<td>Competition to be even better</td>
</tr>
<tr>
<td>Help Desk road trip</td>
<td>FISH!</td>
</tr>
<tr>
<td>Celebrate successes with cards</td>
<td></td>
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</tbody>
</table>
Implementation

- Make it a habit
- Be creative
- Stop and listen
Questions?

- Thank you!
- Feel free to contact me:
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  217.265.0892
  University of Illinois
  CITES Help Desk, Manager
Resources

- American Academy of Family Physicians
  “What motivates Staff?“

- “Who’s Got the Monkey” Harvard Business Review

- “Business: The Ultimate Resource”
  [http://humanresources.about.com/od/motivationsucces3/a/motivatestaff.htm](http://humanresources.about.com/od/motivationsucces3/a/motivatestaff.htm)

- “Understanding Employee Motivation”