



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

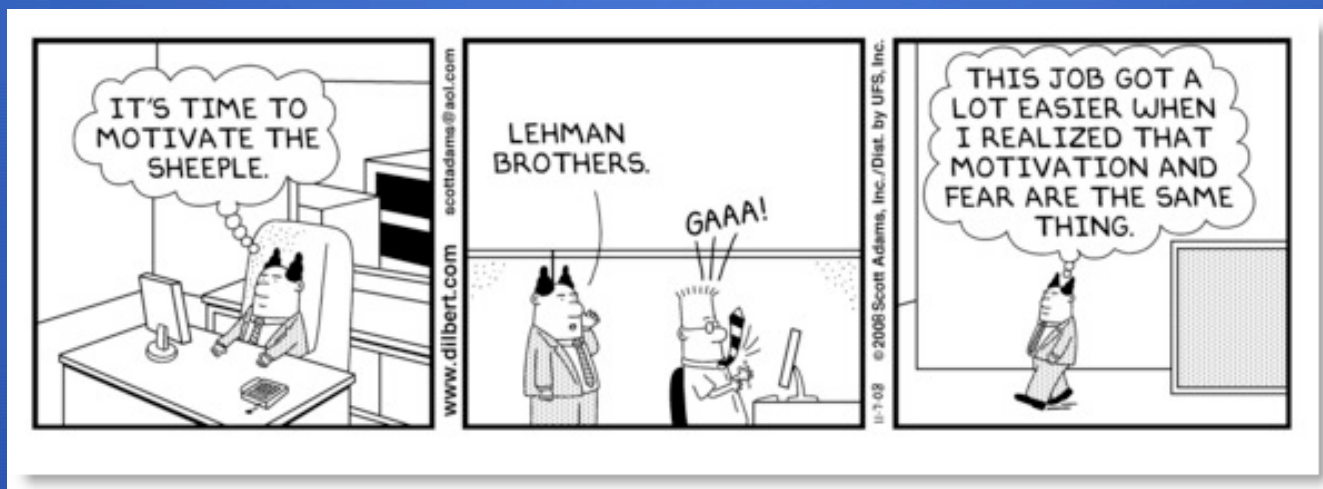


CITES Help Desk

- 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



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

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

Implementation

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

Questions?

- Thank you!
- Feel free to contact me:
Kathy Lyons
kmsimpso@illinois.edu
217.265.0892
University of Illinois
CITES Help Desk, Manager

Resources

- American Academy of Family Physicians

“What motivates Staff? “

<http://www.aafp.org/fpm/2004/1100/p54.html>

“Who’s Got the Monkey” Harvard Business Review

“Business: The Ultimate Resource”

<http://humanresources.about.com/od/motivationsuccess/a/motivatestaff.htm>

“Understanding Employee Motivation”

<http://www.joe.org/joe/1998june/rb3.php>