

MOTIVATING YOUR TEAM

MANAGER'S CHECKLIST

1 CLARIFY EXPECTATIONS

Make sure people know what is expected of them. It is likely that priorities have changed and people are being asked to undertake new or different activities. Set realistic expectations.



2 ENABLE INTERACTION

Provide opportunities for people to interact with each other. Arrange social catch-up calls as well as work-related meetings.

3 BUILD IN 'SMALL WINS'

Achieving small wins is a powerful motivator. When setting realistic expectations, think about activities that will enable people to make small achievements.

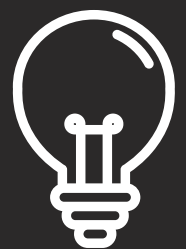


4 BE EMPATHETIC

Identify where your team is on the change curve and respond with compassion.

5 EMPOWER PEOPLE

Ask your colleagues to suggest ideas around different ways of working, communications, maintaining a sense of team, streamlining and improving efficiency. If they have a workable idea, give them the opportunity to make it happen, where possible.



6 GIVE RECOGNITION

Recognise a job well done, where someone has been flexible in their approach or has risen to the challenges of the current situation - a virtual 'pat on the back' is more important than ever.



7 MODEL OPTIMISM AND POSITIVITY

Look for and share opportunities that arise. Use humour and share good news stories to lighten people's moods.

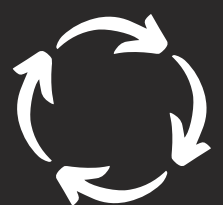


8 OFFER WORK-LIFE BALANCE

Where possible be flexible and make allowances for the other responsibilities that people are juggling alongside their work.

9 ENCOURAGE ONGOING LEARNING AND DEVELOPMENT

Learning and development does not need to stop. Coaching, mentoring and online discussion groups can take place remotely. Don't forget about experiential learning, in which people learn 'on the job'.



10 MOTIVATE HIGH PERFORMERS

Identify new, stimulating tasks for high performers that will enable them to continue to learn and grow.