Motivating Employees to a Winning Performance

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The Executive’s Roadmap to Best-in-Class HR Strategy
Welcome

Jacqueline Breslin
Director, HR Center of Expertise

• Based in San Leandro, CA
• More than 20 years experience in Human Resources
• Leads a team dedicated to compliance, workplace investigations and challenging employee relations issues
• Experience implementing and managing HR programs to include policy development, performance management, compensation, recruitment and retention, learning and development, coaching and M&A activity
Meet Our Subject Matter Expert

Lynne Vu
Principal Human Capital Consultant

• Based in Los Angeles, CA
• SPHR Certified
• More than 20 years of experience in the design, development and implementation of human capital processes
• Partners with executives on human resources strategy, benefits, employee relations and compliance issues
• MBA with concentration in organizational development
Agenda

- Creating a culture of trust
- Creating a culture of performance management
- Investing in and developing your employees
- Recognizing and rewarding talent
- Q & A
Creating a Culture of Trust
Creating a Culture of Trust

- Listen
- Be open to change
- Give employees freedom
- Don’t punish failure
- Separate poor performers from performers who just need direction
- Establish and maintain integrity
- Build in accountability
- Ask for feedback and make it safe for people to be honest with you
Creating a Culture of Performance Management

• Performance Management = Ongoing Daily Coaching
• Starts from the executive leadership team.
• Expectations and Goal Setting: what employees are trying to achieve and how they can succeed.
• Real-time and Continuous Feedback: gives the employee an opportunity to improve and ask for support if needed
• Employees want to be challenged and recognized
• Recognize that growth isn’t always linear
What Is Performance Management?

Performance Management (PM) is a series of activities to ensure that goals are consistently being met in an effective and efficient manner.
Performance Management

We don’t have time for all this!!
Performance Management - WHY DO IT?

Consequences of not creating a culture of trust and performance management

• Productivity declines
• Business opportunities lost
• Employee morale dips
• Top performers leave
Investing in and Developing Your Employees
Investing In and Developing Your Employees

If you asked your employees, would they say that they have the opportunity to use their strengths at work:

A. Consistently each and every day?

B. Sometimes they have the opportunity to use their strengths at work?

C. Never have the opportunity to use their strengths at work?
Where to Begin…

First you need to assess where you are…

• Identify, select and develop your key talent – Who can you not afford to lose?

• Recognize and develop employees who are highly qualified for succession planning

• Allocate developmental opportunities and training resources based on those who have been identified as having unique skills and talent

Then think about where you’re going….

• What do you want to achieve?

• How will you measure success?
Our People are our greatest asset…

In today’s knowledge and service economy the value of an employee lies in their creativity, innovation and good judgment.

Our people’s strengths are our greatest asset!

An organization shouldn’t focus on people’s strengths just to make them happier. It should also do so to make them better performers.
Employee Engagement

Those who **do** have the opportunity to focus on their strengths every day are:

- **6x** as likely to be engaged in their job
- **3x** as likely to report having an excellent quality of life
Make Development a Priority

Creative programs can be implemented to drive development and further invest in your employees

- Carefully planned orientation to the role and organization
- Coaching
- Interim and emergency assignments
- Stretch assignments
- Task force assignment
- Extracurricular activities
- E-Learning
Recognizing and Rewarding Employees
What is Employee Recognition?

**Employee recognition** is the open acknowledgement or expressed appreciation of a person or team’s efforts.

**Recognition** is not the same for everyone. Think about what would be appreciated by the person being recognized.
Why Recognition Is Important

A recent study by the American Psychological Association confirms that the #1 reason employees leave their current job is because they feel unappreciated.

- Half of all employees who do not feel valued plan to look for another job in the next year
- Employees who feel valued have better physical and mental health, and higher levels of engagement, satisfaction and motivation
Recognition Best Practices

- Offer employee reward options
- Identify what is meaningful to your employees
- Keep employee recognition fresh
- Recognize all levels of employees
- Make sure recognition is given consistently
- Keep it simple
- Make it timely
Innovative Recognition Ideas

- Contests and games
- Flexible work hours
- Allow for telecommuting
- Rewards for using suggestion box items
- Assign employee a preferred parking space
- Create an award from peer nominations
- Throw a surprise party
- Group lunches

… and don’t forget, the most inexpensive and effective way to recognize your employees is simply to say “Thank You.”
Summary of Best Practices

- Be open to change
- Acknowledge that you may not know everything
- Give your employees opportunities to grow
- Allow employees to do work that can help them inspire others
- Talk to employees about what is going on in the organization
- Focus your programs on what your employees find to be important (ask them!)
- Money is not the top driving force for all employees
- Drive employee engagement by creating a culture of trust, performance management and recognition.
About TriNet

TriNet provides small and midsize businesses with a full-service HR solution so they can free themselves from the complexities of HR and focus on their goals. As their trusted HR business partner, TriNet assumes many of the responsibilities of being an employer and helps these companies contain HR costs, minimize employer-related risks and relieve the administrative burden of HR. TriNet offers bundled HR products tailored by industry and strategic HR services, resulting in a comprehensive and empowering solution.

Learn more about TriNet at TriNet.com or call 888.874.6388.