

## **Motivating Others is a Key Role for Team Leaders**

The capacity to motivate others is a long-accepted quality of leadership but how do we achieve it in practice? This is a particular challenge in today's environment when staff are trying to manage working remotely and balance the needs of children or older family members and concerns for their own safety.

Why are some staff more motivated than others? More productive than their colleagues? More resilient and overall, just happier? And why are some teams more integrated, purposeful and successful than others?

The reality is that teams are made up of individuals who have differing personalities, different values, different tolerance levels and different capacity for work. So how as a Team Leader can you motivate all of the individuals, and maximise each of their outcomes, and those of the team?

Here are three important tips for motivating team members in the current climate.

- 1. Clarify the higher purpose of the organisation and the importance of each individual's contribution.**

Sometimes staff are unable to see the relevance of organisational targets or are disconnected from the overall mission of the agency and are not motivated to complete paperwork and comply with standards and audits. It is the leader's role to connect the dots, to help staff see how their everyday work contributes, not just to the individual service user, but to the overall mission of the organisation and to the team.

- 2. Set the team culture**

Staff are motivated by example and by team culture. As leaders, we motivate others by our own passion for the service, by our energy on conference calls, by role modelling behaviours and attitudes, by being enthusiastic and compelling, even when times are difficult. By treating everyone with respect, by listening carefully to understand what the issues and challenges are and by collaborating with the team towards an agreed outcome, that is fair and equitable. We motivate people by setting clear expectations of them as team players and by expecting them to give of

their best and to play their part. Team meetings provide an opportunity to agree the value base for the team and the ground rules for working together. Trust is based on integrity, competence and track record and has to be earned. Building a high trust team is an essential aspect of leadership.

**3. Set and get buy in for individual goals.**

Give everyone something to aim for, whether dealing with a brand new staff member or a long-term team member who is “coasting”. We need to work with individuals to set goals and targets. The need for creativity and flexibility has never been greater and celebrating achievements at personal and team level is essential. Leader boards and other competitive mechanisms can encourage both individuals and teams towards greater results.

**For more information on leadership skills please visit my website at**

**[www.lynnepeyton.com/core](http://www.lynnepeyton.com/core)**