

# Performance Management

## Inspire and Motivate

### So what works?

**Coaching.** Open dialogue where employees feel free to grow, explore and create solutions without being told how, what and when to do something.

**A real TEAM approach.** Don't call them your "TEAM" unless you are willing to listen and take input from them. Do not drop bombshell announcements or decisions on individuals or the team before they have had time to get excited about the change, or at least understand the reasons for change.

**Fierce Conversations.** Identify the gaps between CWU's stated goals and expectations for employees and what is REALLY going on. Don't bury your head in the sand. Fix it!

**Motivate individually.** Ask what motivates each employee. Just because two people are the same age, gender, race, religion, whatever does NOT mean the same things motivate each. Respect the individual and take the time to learn what motivates each of your employees!

**Day to Day Recognition.** It must be Frequent, Specific and Timely as outline in the Carrot Principle, Adrian Gostick and Chester Elton, 2007.

**Be a Good Role Model.** If you cut corners, employees will follow suit. If you ignore problems, your employees will do the same. But if you make it clear you take CWU's mission seriously, so will your employees. If quality and managing risk matter to you, they will matter to your employees. Practice what you preach!