“Good People management is the most important and challenging skill required in the workplace”
WHY IS IT SO ...?
Why is it so ........

That people skills are so important in the workplace and to the success of the manager and the business?
“No one can do anything of much value on their own?”
MANAGER

“Manager” comes from the Latin word “agere” which means “to do”, so a man – ager is a person who DOES things with thankfully, now, not just men but women too …..

A Manager is someone who does things with PEOPLE
“Most problems in the workplace, often boil down to communication”
Why are good people skills so challenging and necessary in the workplace?
The workplace is like a family, whether we like it or not.”
THE FIRST PSYCHOLOGICAL INSIGHT is known as the HAWTHORNE EFFECT
“Somebody up there cares”
WHAT CAN WE LEARN FROM THE HAWTHORNE EFFECT TO ASSIST US IN MANAGING PEOPLE?

- That we must demonstrate to the people we work with that we care about them if we want them to improve their performance.

- That, since people spend a large amount of time at work they need to feel they are valued as individuals and as members of a team.

- If you want to motivate, get the best out of and retain good people in your workforce at all levels you must show interest and care about your employees and assist them to satisfy their needs.

- That motivation comes from within and that the manager’s job is to do his best to try to influence the motivation of his staff.
THE NEED FOR SELF – ACTUALISATION
Experience purpose, Meaning and realising all Inner potentials

ESTEEM NEED
The need to be a unique individual with self respect and to enjoy general esteem from others.

LOVE AND BELONGING NEEDS
The need for belonging, to receive and give love, appreciation, friendship

SECURITY NEED
The basic need for security in a family and a society that protects against hunger and violence

THE PHYSIOLOGICAL NEEDS
The need for food, water, shelter and clothing
THE NEED FOR SELF–ACTUALISATION
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Part Of Something Bigger, Spiritual Needs, Do What You Were Meant To Do, Reach Potential Need To Learn And Develop Imp Gen Y’s

Need To Feel Valued, Give Autonomy, Ego – Praise, Recognition Bonus

Social, Important To Women, Belonging, Overcome Loneliness, Alienation

Job security contract, fair wages, no bullying, no cliques

Tea, Coffee, Toilets, Pleasant surroundings

Self – Transcendence Renunciation, Mysticism.
Changed View Of Self + World
State Of Being/Living In The Now (Ekhart Tolle “The Power of Now”), Heightened Consciousness

RELATIONSHIP OF MASLOW TO THE WORKPLACE
<table>
<thead>
<tr>
<th>HYGIENE FACTORS</th>
<th>MOTIVATORS</th>
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<tr>
<td>Leading to Dissatisfaction</td>
<td>Leading to Satisfaction</td>
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<tr>
<td>Company policy</td>
<td>Achievement</td>
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<td>Supervision</td>
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<td>Relationship w/Boss</td>
<td>Work itself</td>
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<td>Work conditions</td>
<td>Responsibility</td>
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<td>Salary</td>
<td>Advancement</td>
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<td>Relationship w/Peers</td>
<td>Growth</td>
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HERZBERG
Wilf Jarvis in the 70’s

“For women, satisfaction of social needs at work was a motivating factor more so than for men”
Joseph E Gawel
The Catholic University of America

Research has shown that teachers are strongly motivated by salary.

This is a reminder to all managers to pay more attention to the esteem needs of teachers and to do our best to improve their salaries.
SELF ACTUALISATION

GOD OR SPIRITUALITY IN THE WORKPLACE
The key to good people skills and to influence the motivation of good staff

- TAKE AN INTEREST

- BE AWARE OF THE NEEDS OF PEOPLE

- SEE TO IT THAT THEY HAVE ALL THEY NEED AT WORK

- ENSURE THAT THEY CAN ENGAGE THEIR WHOLE PERSON AND ASPIRATIONS
Leadership and leadership styles

- PATERNALISTIC
- DEMOCRATIC
- AUTOCRATIC
- LAISSEZ-FAIRE
The key to good leadership and good people management is.....

BEING INTERESTED IN AND PAYING ATTENTION TO YOUR STAFF AND ADDRESSING THEIR NEEDS

LEADERSHIP IS ABOUT 

SERVICE
Stephanie Dowick’s Wonderfully wise book Forgiveness and Other Acts of Love Believes

“That courage is the greatest of virtues” Quote P67

“Courage is what it takes to be fully human. It’s what pushes us to survive the daily navigations between the known and the not-known; to deal with the inevitable; to create useful distinctions between what we can change and what we cannot. It is what will allow us to go into our own particular versions of hell. It is what will give us the strength and the grace to re-emerge, and still find life worth living.”
Have the courage and the ability to pick yourself up, dust yourself off and start all over again, as the song says, especially when you have made a mistake.
The other important aspect of leadership is VISION

- Vision that is communicated consistently and well
- Good people will not stay with you nor will they feel motivated unless they can sign up to your vision as leader
Challenging problem of Informal Leaders

- Informal leaders are those persons in the organisation who rightly or wrongly feel they were born to rule.

- They feel they could do a better job than the formal leader or manager.
HARMONY

Should be one of the main goals of the Manager
QUICK TIPS TO DEAL WITH DIFFICULT PEOPLE

- Make sure staff understand what constitutes unacceptable behaviour
- Ensure you have a Complaints/Grievance Policy
- Make sure these actions are supported by Senior Managers and your Board
- Act as soon as you can to stop unacceptable behaviour. Do not allow it to go unchecked.
Do not allow the situation to become personal

Do not take sides

Support diversity in the workplace

Be discreet but direct

Stay calm

Do not allow difficult people to publicly humiliate their victims. This is an age-old tactic of the bully
- Do not allow bad behaviour to become the norm in a team
- Do not condone bad behaviour because someone is good at their job.
- Be consistent in applying rules
- Keep up with changes in Industrial Relations
- Get help from HR experts if you feel you are out of your depth
- Listen to complaints. Remember people can be two-faced
BE A GOOD TEACHER – MENTOR
ASSISTING PEOPLE WITH SELF ACTUALISATION

10 POINTS THAT EDUCATORS SHOULD ADDRESS

- We should Teach people to be *authentic*, to be aware of their inner selves and to hear their inner-feeling voices.

- We should Teach people to *transcend their cultural conditioning* and become world citizens.

- We should Help people *discover their vocation in life*, their calling, fate or destiny. This is especially focused on finding the right career and the right mate.
- We should teach people that *Life is precious*, that there is joy to be experienced in life, and if people are open to seeing the good and joyous in all kinds of situations, it makes life worth living.

- We must *accept the person* as he or she is and help the person learn their inner nature. From real knowledge of aptitudes and limitations, we can know what to build upon, what potentials are really there.

- We must see that the person's *basic needs are satisfied*. This includes safety, belongingness, and esteem needs.
We should *refresh consciousness,* teaching the person to appreciate beauty and the other good things in nature and in living.

We should teach people that *controls are good,* and complete abandon is bad. It takes control to improve the quality of life in all areas.
We should teach people to transcend the trifling problems and *grapple with the serious problems in life*. These include the problems of injustice, of pain, suffering, and death.

We must teach people to be *good choosers*. They must be given practice in making good choices.
GOOD PEOPLE LIKE TO BE SURrounded BY OTHERS WHO HAVE THE SAME WORK ETHIC AND HAVE PASSSSION FOR THEIR WORK
A harmonious work environment brings out the best in people
Respect

Respect

Respect
I AM
NO
How to reconcile service to others with the need of the Manager to satisfy His or Her needs
“ENSURE YOUR OWN OXYGEN MASK IS ON YOUR FACE BEFORE YOU SEE TO THE NEEDS OF YOUR TRAVELING COMPANIONS”
“THE MANAGER SHOULD NOT HAVE OR MAKE FRIENDS AT WORK”
As CEO I must be ready to fire, if there is sufficient reason, any of my employees at any time.
I HAVE SET-UP A FAMILY FRIENDLY WORKPLACE
FAMILY FRIENDLY WORKPLACE IS A MAJOR WAY TO RETAIN GOOD PEOPLE, ESPECIALLY GOOD WOMEN IN THE WORKPLACE

In spite of the concessions given to our staff in the name of family-friendly workplace

St George & Sutherland Community College

Is one of the largest, most financially and educationally successful of the NSW Community Colleges
EGO

OR

ESTEEM

NEED
THANK YOURSELF and REWARD YOURSELF
ENCOURAGING

Diversity

Different individuals valuing each other regardless of kin intellect talents or ears.
CUT DOWN ON A ONE-SIZE FITS ALL MENTALITY
# MYERS-BRIGGS

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<tr>
<th>Extroverts</th>
<th>V</th>
<th>Introverts</th>
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<tr>
<td>Concrete Thinkers</td>
<td>V</td>
<td>Intuitive / Abstract Thinkers</td>
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<td>Logical Thinkers</td>
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<td>Those who make decisions that are more People Directed</td>
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<td>Last - Minute</td>
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The role of Succession in the Retention and Motivation of good Staff
GOOD STAFF NEED A SENSE OF A CAREER PATH, POSSIBILITY FOR PROMOTION IF THEY ARE GOING TO STAY AROUND IN AN ORGANISATION OR INDUSTRY.
Before you introduce change.
TIPS FOR NEW MANAGERS

* Determine the lay of the land and the workplace culture

* Exercise good manners and WAIT

* Consult

* Remember the introduction of a new manager is a peak time for losing good staff so ..... Don’t make changes for the sake of change and ego.

* Establish relationships, it takes time to earn trust.

* People first, performance later

* Fully communicate why the decision to change has occurred.
Pointers for creating a positive climate / culture to motivate and retain good people.

- Be a good leader
- Take an interest in your staff.
- Be a good teacher, counsellor & mentor.
- Encourage and develop your staff.
- Have the courage to face up to difficult tasks.
- Give as much autonomy as possible
- Create harmony
• Be a generous Boss
• Be respectful
• Reward and model enthusiasm, hard work, excellence and the exceeding of the expectation.
• Create a Family-friendly workplace
• Let people have a life. Have a life yourself. (and look after yourself as well as looking after others.)
• Be consultative
For YOU and I in our jobs as charioteers my wish is that we Become bigger and better than
SO

“EGG YOUR STAFF ON”

AND

“KEEP THEM ON”
IT IS YOUR TURN NOW

Describe a person who motivated you?

How did they do it?
How have you created a good climate in your educational centre?

What has worked well for you?
WHAT IS YOUR BIGGEST PEOPLE PROBLEM AT WORK?
What is your biggest motivational problem at work?
What policies and procedures do you have to ensure good behaviour in your workplace?
What things do you do to professionally develop your staff / yourself as manager?