





Session Title: Regulatory Agency Administrators- Investing in Employees and Maintaining Staff Morale


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Promoting Regulatory Excellence

CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

Presentation "Forward"

- Incomplete Title
- Mind Set Shift: In the public sector, we don't typically think about "investing" – rather, we focus on "cost."
- **Getting what you pay for...** isn't enough.
- Objectives:
 - Understand
 - Communicate
 - Apply



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Organizational Awareness

Employee Rank	Category	Manager Rank
	Appreciation/Recognition	
	Feeling "in on things"	
	Good Wages	
	Good working conditions	
	Interesting work	
	Job Security	
	Personal loyalty to employees	
	Promotion/growth in the organization	
	Sympathetic help with personal problems	
	Tactful Discipline	

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Organizational Awareness

Employee Rank	Category	Manager Rank
	Appreciation/Recognition	8
	Feeling "in on things"	10
	Good Wages	1
	Good working conditions	4
	Interesting work	5
	Job Security	2
	Personal loyalty to employees	6
	Promotion/growth in the organization	3
	Sympathetic help with personal problems	9
	Tactful Discipline	7

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Organizational Awareness

Employee Rank	Category	Manager Rank
2	Appreciation/Recognition	
3	Feeling "in on things"	
5	Good Wages	
7	Good working conditions	
1	Interesting work	
4	Job Security	
8	Personal loyalty to employees	
6	Promotion/growth in the organization	
10	Sympathetic help with personal problems	
9	Tactful Discipline	

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Rules of Engagement

Engaged <ul style="list-style-type: none">• "Builders"• Know expectations and roles• High Performers• Want to use talents and strengths• Connection to company	US Workforce Statistics
Not Engaged <ul style="list-style-type: none">• Neither negative nor positive• "Wait and see" attitude• Don't commit	→ 29% Engaged
Actively Disengaged <ul style="list-style-type: none">• "Cave Dwellers"• Consistently against virtually everything• Busy acting out unhappiness• Undermine what engaged workers do	→ 55% Not Engaged
	→ 16% Actively Disengaged
	→ Engagement levels typically deteriorate with time

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Investing in Employees ~ Maintaining Morale

- Although one size doesn't fit all, there are certainly some common themes.
- Requires a non-traditional definition of investing.
- Never hurts to ask; the exit interview is too late!
- Is active, not passive.
- Needn't be expensive – Three Categories.


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Category 1: "FREE and EASY"



RESPECT and COMMUNICATION

- Seems common knowledge, but isn't
- At ALL times
- Makes employees feel
 - Empowered and Enabled
 - Confident and Appreciated


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SIMPLE LITTLE MESSAGES

Mean the most during difficult times

- Remember names
- Praise a job well done
- Put your Blackberry away
- CLEAR expectations/meaningful work

The two secret, but most underused words that in corporate America, get the highest ROI?

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ASK???

What do employees WANT?


- To be valued/appreciated and treated fairly
- To do important work
- Autonomy/Flexibility
- A good boss

Ask about opinion/input on decisions that impact jobs


- Feeling "in" on things
- Demonstrates a loyalty

KEY:

- Listen, hear, learn, listen
- USE information shared; if not, tell why
- Framework of openness

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Category 2: "CHEAP and EASY"



- Secrets:
 - Timely
 - All eligible, and REAL
 - Element of Surprise
- Food/Chocolate pleases almost everybody.
- Thank you NOTES.
- The Recognition Rock!
- "Served" and Fun

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Category 3: Investments/Rewards/Programs



Breaking Through Bureaucracy

- All eligible
- Meaningful/Valued by the individual
- Linked to goals/mission of organization – alignment
- Written
- Employee Involvement and Management Commitment
- Requires your “thinking cap”
- Leverage possibilities

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Questions?



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