

Morale Boosters

Presented by APLS Group

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Welcome

➤ Name

➤ Department

➤ Years as a Manager

➤ When you think about a “Morale Booster”, what comes to mind?



First, Break All the Rules

- Do I know what is expected of me at work?
- Do I have the materials and equipment I need to do my work right?
- At work, do I have the opportunity to do what I do best every day?
- **In the last seven days, have I received recognition or praise for good work?**
- **Does my superior, or someone at work, seem to care about me as a person?**
- **Is there someone at work who encourages my development?**



First, Break All the Rules

- **At work, do my opinions seem to count?**
- Does the mission/purpose of my company make me feel like my work is important?
- Are my co-workers committed to doing quality work?
- **Do I have a best friend at work?**
- **In the last six months, have I talked with someone about my progress?**
- At work, I have opportunities to work and grow.



Managing from the Heart

- Hear and understand me
- Even if you disagree, please don't make me wrong
- Acknowledge the greatness within me
- Remember to look for my positive intentions
- Tell me the truth with compassion

Source: The Atlanta Consulting Group, 1998.



Hear and Understand Me

- People want to know that you are receiving the message that they are intending to send.
- True listening is the keystone to connecting with others.
- A summary of your understanding is called a “listening check”.



Listening Activity

- Quickly pair up with someone in the room.
- Round 1: A's will play the role of listener in this first exercise. Bs you will have two minutes to talk to your partner about “your best qualities as a person”.
- Round 2: Now it's B's turn to act as listener. A's share with your partner “ your best qualities as a person”. Again, I'll call time at the end of two minutes.



Even If You Disagree, Please Don't Make Me Wrong

- We all want our opinions to be valued.
- I want to know that if someone does not agree with my particular view point, that they are disagreeing only with my point-of-view and not with me as a person.
- The best way to do this is to use “I” statements.



Acknowledge the Greatness Within Me

- We've all had someone, out of the blue, acknowledge us for something we have done. Do you remember how good that made you feel?
- It is a boost to our ego when someone notices something good about us.
- This type of acknowledgement encourages the development of others and shows appreciation.



Activity – Focus on Strengths & Greatness

- Write your name on the card on the top of each side of the card
- On one side of the card, write GIS (greatness I see in myself) underneath your name
- On the other side of the card, write GOS (greatness I see in others) underneath your name
- On the GIS side of the card, write down descriptive words & phrases about your strengths & greatness
- Trade your card with your partner – now write down that person’s strengths and greatness



Remember to Look for My Positive Intentions

- Most people want to do the right thing, to do a good job.
- And sometimes things turn out badly in spite of our best intentions.
- Look for others' positive intentions.



Tell Me the Truth With Compassion

- There is no such thing as brutal honesty.
- Telling the truth with compassion means clarifying our expectations to those we interact with.
- Request change, in a caring, compassionate way.
- Tell your truth in a way that allows you to maintain your dignity and sense of self-worth.
- And, the dignity and self-worth of the other person.



Action Plan

- ✦ What is one Morale Booster you can implement immediately?
 - Step 1:
 - Step 2:
 - Step 3:

