

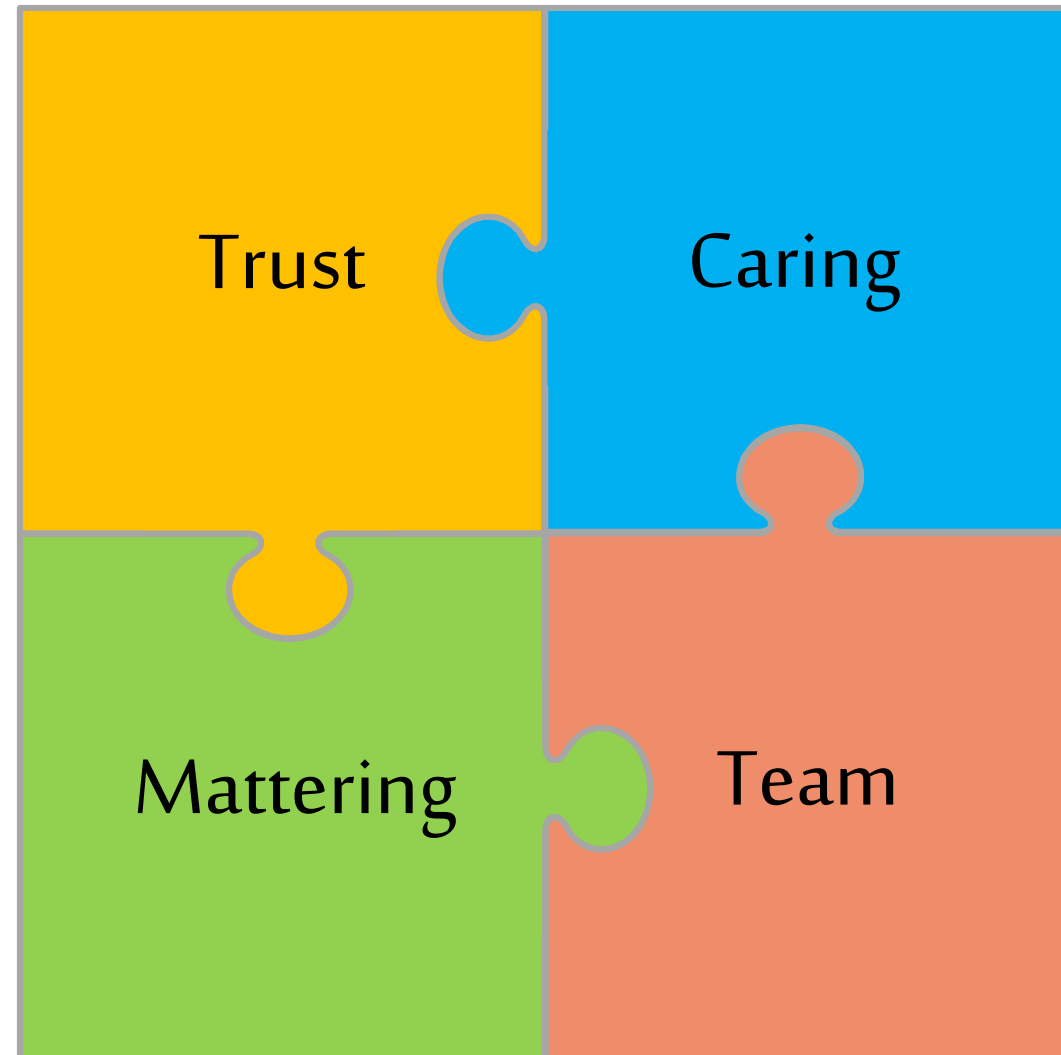
# Motivating Healthcare Employees in an Era of Change, More Work, and Fewer Resources

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4 things  
employees  
must  
experience to  
be motivated  
and engaged



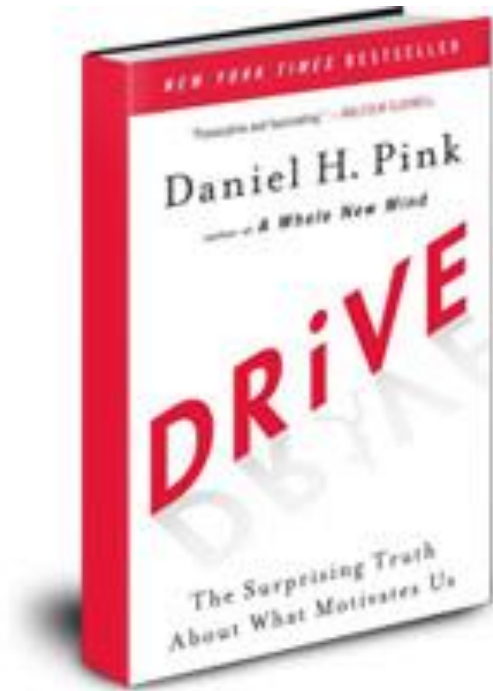


Trust

“Hire good people,  
and leave them alone.”

-William McKnight

Trust



*Drive: The Surprising Truth  
About What Motivates Us*  
by Daniel Pink

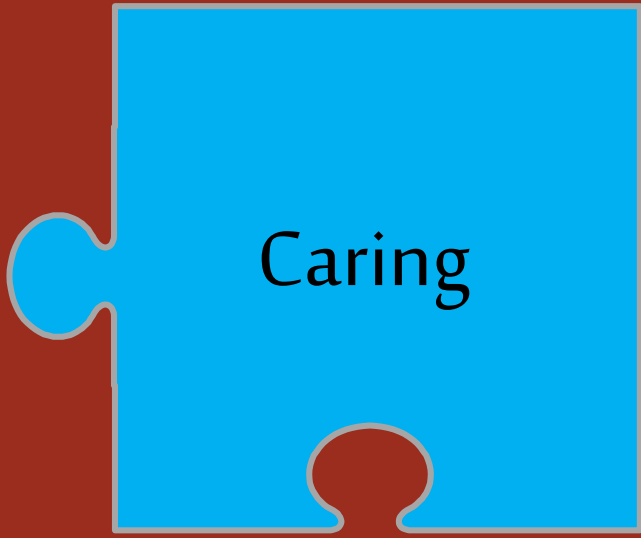
Autonomy via:

- Task
- Time
- Technique
- Team

# How to foster TRUST

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- “Hire good people, then leave them alone.”
- Give clear objectives and be flexible on procedure.
- Grant autonomy in task, time, technique, and team.
- Actively solicit ideas and opinions. Act on them and follow-up.
- Don’t micromanage.



You must care about  
the person inside the  
employee.



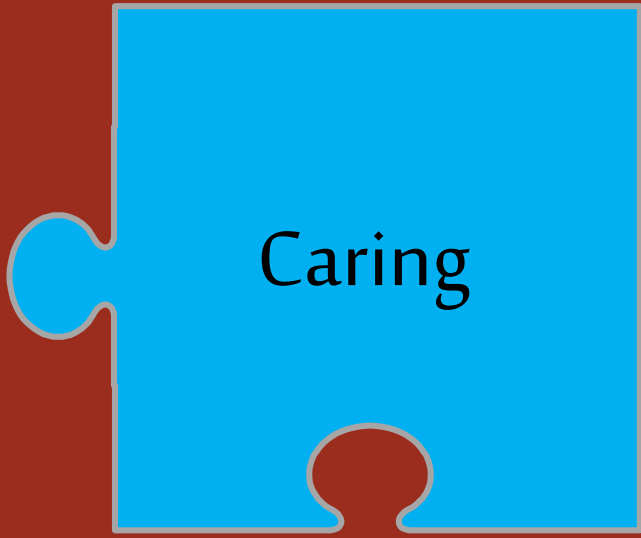
From the  
National Center for Healthcare Leadership”

*“Takes time to get to know people beyond superficial or job related information... Is approachable and able to engage in “small talk” and informal conversations. Maintains friendly relations and rapport with work contacts. Finds things that one has in common with associates and uses them to build friendly relations.”*



Care about their whole selves at work and they will give their whole selves to their work.





The best leaders help their  
employees leave.

# How to foster CARING

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- Learn and use names
- Ask about kids, weekends, vacations (small talk)
- Talk about yourself as a gateway
- Make accommodations and demonstrate understanding when life happens
- Ask about professional goals and interests



Mattering

Create line of sight to a powerful  
purpose

# How to foster MATTERING

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- Articulate a powerful purpose that stirs the soul.
- Tell stories, talk about your purpose often
- Recognize early and often (don't forget the little things).
- Don't delegate tasks, delegate responsibility.
- Align talents, strengths, and skills to the job



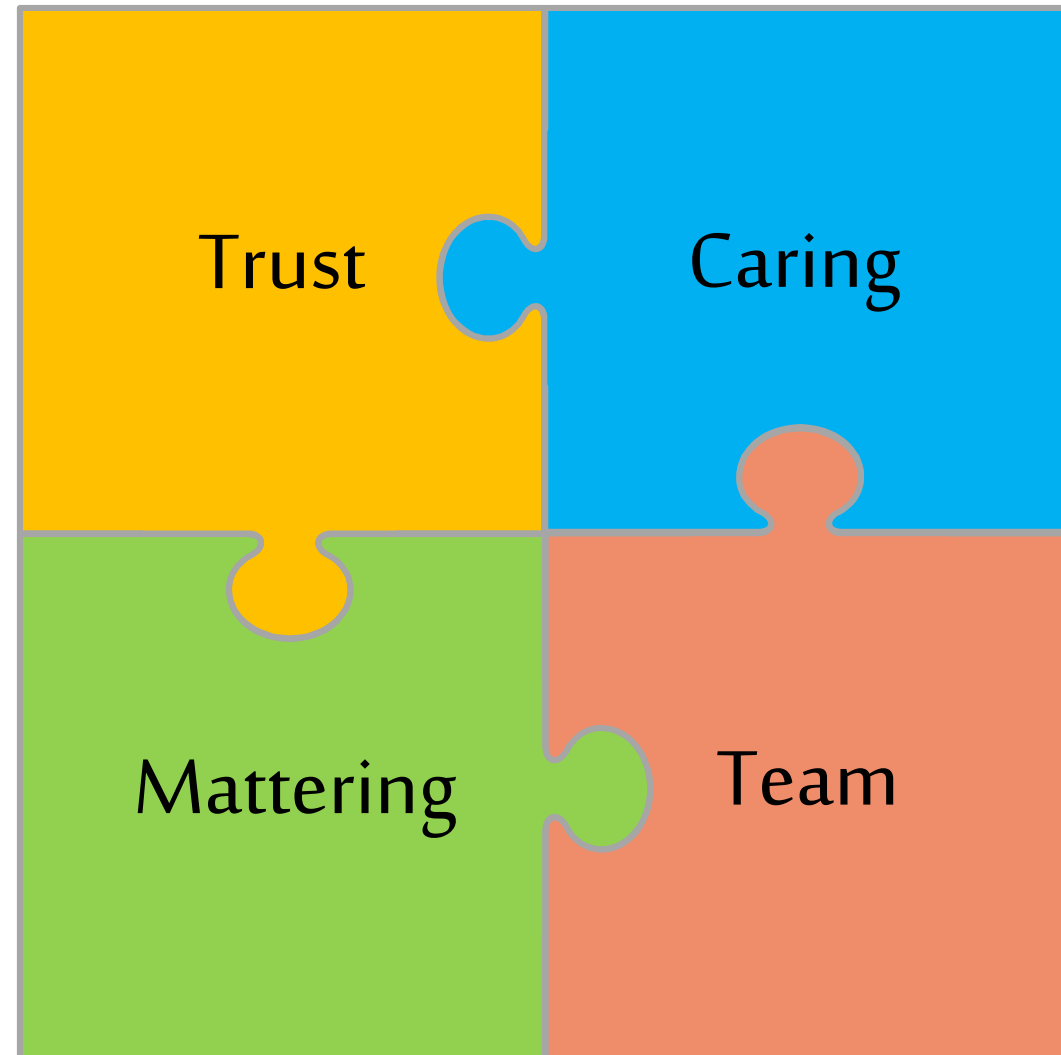
“How do I motivate people?”

A: You don't.

Motivation is something employees experience when the conditions are right.



4 things  
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My favorite  
definition of  
the word  
*leadership.*

Leadership is creating the  
conditions necessary for  
people to thrive.