Special Report

25 Ways to Boost Staff Morale and Bust Stress

By Mike Moore
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INTRODUCTION

Of all the workshops and seminars I do on human potential and performance motivation, the most frequently requested topics are those related to stress, morale and the role of humor in the workplace.

While humor can do a great deal to lessen worker stress and raise staff morale, it does work more effectively when combined with an effective program promoting and fostering appreciation and praise. William James once said that we have a hunger to be appreciated and praised and he is right on the mark in my opinion. For this reason I have included sections on appreciation, praise, stress reduction and burnout as part of this report. They do go hand in hand.

When people with whom you work feel appreciated they feel valued and will be more productive as a result. When you add an atmosphere of humor you end up with a happy, productive and profitable workplace. Isn’t that what we are in business for?

The bottom line is: It pays to care, to praise and to laugh.

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15 ways to Motivate Using Appreciation and Praise by Mike Moore

While doing some research for a seminar on maximizing human potential I came upon this interesting piece of information. Appreciation and praise are more powerful motivators in the lives of people than sex and money. I always knew that appreciation and praise were powerful motivators, but I didn't realize just how powerful. More than sex and money?????

How to Use Appreciation and Praise to Motivate People

1. Listen more than you talk. There is nothing more affirming than the undivided attention of another.

2. Always use the first name of the person you are addressing.

3. Be polite and respectful.

4. Ask for solutions to job-related problems and then use the suggestions given.

5. Don't give orders. Ask nicely.

6. Be positive.

7. Be generous with encouragement and affirmation. If you find it difficult to express affirmation and encouragement face to face then write notes of appreciation.

8. Apologize when you have been impatient, sarcastic etc. It will happen. You're only human.

9. Always correct someone in private and never when angry.

10. Give credit; don't take credit.
11. Laugh with the people you work with.

12. Keep your people informed.

13. Be flexible.

14. Ask about their lives outside of work. Ask about their children, hobbies etc. There is a huge difference between being interested and prying.

15. Smile a lot.

**18 Characteristics of an Enlightened Leader**  By Mike Moore

There are literally millions of words written and spoken each week on enlightened leadership yet the fact remains that low morale, high stress and job dissatisfaction continue to be three of the most serious problems facing the workplace. We seem to be so effectively socialized into top down leadership that we find it extremely difficult, if not impossible, to change our autocratic ways. All this in spite of the many workshops and seminars on new leadership paradigms which are rooted in the empowerment of people.

Change is both slow and painful but it is happening. To facilitate this process of change requires both desire and commitment plus a sound understanding of what an enlightened leader looks like. It is necessary to visualize the type of leader we are striving to become.

This free report is from a larger special report called “101 Ways to Become a People Person” To order a full copy visit [http://motivationalplus.com/cgi/a/t.cgi?peopleskills](http://motivationalplus.com/cgi/a/t.cgi?peopleskills)
CHARACTERISTICS OF AN ENLIGHTENED LEADER...

An Enlightened leader.....

1. values the ideas and opinions of others.

2. listens attentively.

3. affirms generously

4. criticizes gently and privately.

5. trusts the collective wisdom of the group.

6. encourages others to achieve their enormous untapped potential.

7. catches people doing things right.

8. involves people in decisions which effect their destiny.

9. keeps people informed.

10. has a sense of humor.

11. trusts the decisions of others.

12. realizes that his/her opinion is just one among many.

13. isn't threatened when people disagree with them.

14. rejects the "my way or the highway" paradigm.

15. cares about the total well being of those with whom she/he works.
16. believes that the most valuable inventory of any business is people.

17. seeks out and acts upon the advice of others.

18. gives credit rather than takes credit.

These are eighteen characteristics of an enlightened leader which, if present in the workplace, result in both improved morale and increased productivity. What kind of leader are you?

It is in the best interest of any business to care about the well being of its employees.

HUMOUR ORIENTED MANAGEMENT/ LEADERSHIP

Managers are body builders. Their task is to build a sound, efficient, and effective corporate body. To do this they must remember that any corporate body is nothing more than a collection of individuals working together for common goals. In the process of building the corporate body you must build sound efficient, effective interpersonal relationships.

I think it is important to begin the task by hiring people oriented leaders and managers. It is vital to have those in supervisory positions enjoy people, have a positive attitude, possess a keen sense of humour and a healthy self image that allows them to be able to laugh at themselves. Add these to a powerful sense of the value of each individual to the company and you have a human launch pad which can send your company into orbit.
When you identify employees with the above qualities you must cherish them and every effort must be made to form and fashion them into humour oriented leaders. People who are a pleasure to be around and who can inspire others with their wit, wisdom and caring are invaluable assets to any organization.

Save us from managers and supervisors who take themselves too seriously and never see and share the humour in their humanity. When people achieve positions of authority they risk falling into the “Look at me world. See how important I am.” syndrome. When this syndrome occurs it can lead to anti-humor perceptions. When those in positions of power are under the influence of this syndrome they begin to fear that if they are free and funny they might not be taken seriously. Afraid that their credibility might suffer they stifle their sense of humor and hide behind a mask of seriousness and self importance. When this happens everyone feels the repercussions

**Humor and laughter do not diminish your credibility, they enhance it.**

For more on this topic see Mike Moore’s manual “Thank God It’s Monday” (Humor In the Workplace) [http://motivationalplus.com/cgi/a/t.cgi?workplace](http://motivationalplus.com/cgi/a/t.cgi?workplace)

**How to Develop a Happy and Healthy Workplace**

* Employees withhold 2/3 of what they are capable of contributing to a company in the form of talents, skills, experience, information and ideas.

* Workers can't help but be indifferent and apathetic when they are pursuing someone else's objectives. Ownership is the key to corporate success and constructive change. Help your employees feel that they own the problem under consideration.
* Trust employees with sensitive information. This doesn't mean you share everything with them. It does mean that you keep them informed about what is going on and how it will effect them.

* Give the people you lead meaningful input into destiny decisions.

* If you are ever going to maximize corporate potential, you must do everything in your power to maximize human potential.

* Your workers are your business. When you eliminate people problems, your business is bound to improve.

* The chief task of a leader is to restore and maintain optimism, enthusiasm and morale.

* If your team mission statement is to be credible and relevant, its vision and values must be more than a framed statement on the wall. There must be a constant challenge to become what we collectively say we are.

* Who tells you honestly and openly what you need to know, but don't want to hear? If the answer is "No one" you are in trouble and so is your company, school, organization etc.

* If there is a problem, ask for solutions. Listen carefully, apply the suggestions given and suspend your own judgment. You will be surprised how quickly and effectively the problem gets solved without your dominant input.

* If people are your greatest resource, then corporate behaviour must show it.

* Treat the people you work with the way you want to be treated.
* Mark Twain said that he could live contented for two months on one compliment. Compliment generously and genuinely.

* Never take credit for another's idea.

* Never give out, "YOU ARE SPECIAL" buttons in an attempt to improve morale. It is easy to tell employees they are special. They must experience the fact that you believe they are special.

* Encourage the people you lead to ask "WHY" questions. Don't be threatened by them.

**IT PAYS TO CARE!**

For more information on this topic ask about Mike's newest manual Humor in the Workplace (Using humor, appreciation and praise to promote a happy, productive workplace) visit [http://motivationalplus.com/cgi/a/t.cgi?workplace](http://motivationalplus.com/cgi/a/t.cgi?workplace)

**HOW TO PREVENT BURNOUT** by Mike Moore
[www.motivationalplus.com](http://www.motivationalplus.com)

Unmanaged stress is costing business and industry millions of dollars in days missed and diminished productivity. Morale in workplaces all over North America is low and on the job stress high. When people feel overworked and under-appreciated they run the risk of burning out.

Stress workshops are the most frequently requested type of in-service in today's workplace but still the problem grows.
As one worker said to me recently after one of my seminars, "We can have all the stress workshops they can throw at us but nothing will change until management addresses their role in stress and burnout." I think he has a point.

While we will never be able to alter the fact that working in today's global economy is stressful, we can begin to lessen the negative impact of stress if we tackle the problem on two fronts. First; we as individual workers have to involve ourselves in a program of personal stress reduction and control. Second; managers and supervisors must do everything possible to make the workplace as stress free as possible.

I'm not talking about removing deadlines and competition from the workplace. Market demands and competition within the marketplace make stress inevitable. I am talking about encouraging employees to express openly those things in the workplace that increase their anxiety and stress and really listening and responding to them when they do.

When management is committed to eliminating those sources of stress which are within their control great improvement in the health, well being and productivity of their employees can be observed.
SOURCES OF STRESS WHICH CAN BE CONTROLLED

* lack of appreciation and praise
* lack of employee recognition
* being expected to take work home in the evening
* working late too often
* lack of caring leadership
* managers who have poor people skills
* autocratic leadership styles
* favouritism

It is in the best interest of every business to care about the health and well-being of its employees.

Basic Equation: HIGH STRESS + LACK OF CARING = LOW MORALE = BURNOUT

PERSONAL STRESS MANAGEMENT PROGRAM

* Get more exercise.
* Eat a more nutritious health promoting diet.
* Learn how to relax, and relax daily.
* Learn how to say "No" to unreasonable demands.
* Learn the art of assertiveness.
* Involve yourself in fun activities or sports.
* Laugh more.

* Learn to negotiate with those with whom you work.

* Develop a positive attitude.

* Lighten up.

**COMPANY STRESS MANAGEMENT PROGRAM**

* Promote and support a recognition program within the workplace. Be present at the program sessions. Don't welcome everyone, tell them how important the program is and leave because you have a pressing schedule. (This was done at one of my seminars on recognition and it turned everyone off.)

* Encourage humor in the workplace. Humor has so many social and health benefits.

* Ask your employees for solutions to existing problems. Listen attentively and apply suggested solutions. If the problem is solved by an employee PRAISE and APPRECIATE.

* Don't ask employees to take the job home with them. Insist that when they are at home they are to relax and enjoy their families.

* Don't expect people to work late every night. We all know that there are times when working late is a must, but not every night. When the day ends they should go home. **WORK IS NOT THEIR WHOLE LIFE.**

* If you have a cafeteria, provide nutritional choices for your employees. Fruit, fruit juices, salads, herbal teas, muffins etc.

* Explore the idea of creating an exercise room.
* Promote a program on caring leadership.

* Promote on the basis of people skills and not just years with the company.

Your employees are your most valuable inventory. MM

Mike Moore is an international speaker and writer on human potential, motivation and humour therapy. You are invited to subscribe to his FREE Lifeline Newsletter at [http://www.motivationalplus.com](http://www.motivationalplus.com)

For more on what Motivational Plus can do to motivate and affirm your staff visit [http://motivationalplus.com/cgi/a/t.cgi?staff](http://motivationalplus.com/cgi/a/t.cgi?staff)

Sign Up for Mike’s Free e-course “How to Combat Workplace Dis-ease”
Send a blank email to workplacehumor@sendfree.com

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Mike Moore: A Must Have Speaker Who Won’t Break the Bank
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