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## *Inspiring Staff to Greatness*

### *a MESSAGE from SYLVIA*

#### *The Manager's Coach*

#### **Inspired Early: My Own Experience**

I know what it's like to have a boss who inspired me to do great things. While there are many reasons why human beings may feel happiness and fulfillment in this world, there are few that can hold a candle to having a supervisor who totally invests herself in employee success. Truly, that single experience in the early '90s has impacted my life in many different ways. It has a ripple effect: I was inspired to greatness, and then over the years I've had the opportunity to inspire others to reach heights they never imagined possible. It's a beautiful gift to receive and a beautiful gift to give.

Inspiring staff to greatness is about more than enforcing policies, providing direction, answering questions, and assessing performance. Inspiring staff to greatness is about taking supervision to the next level—a higher level that requires something of your heart and soul, something beyond your technical skills and professional talents. Inspiring your people to greatness is not a job but a calling which you can ignore or embrace. Twenty years ago I could FEEL my boss's commitment to me. I could FEEL her energy. I could FEEL her love. The experience was transformational, perhaps for both of us.

How does one go about inspiring employees to greatness? Occasionally I hear managers contemplate this concept, but they have no idea how to begin. No idea what to do. The feature article below provides you with some guidance for how to achieve this if you're interested in moving beyond the stereotypes of "typical boss" to "inspirational leader".

*Sylvia*

## FEATURE ARTICLE

### **10 Strategies for Inspiring Staff to Greatness**

#### **1. Adopt the mindset that you want to be more than an average supervisor.**

This has to be a conscious, deliberate decision. You have to want this in order to make it happen.

#### **2. Model exemplary behavior.**

If you desire greatness in your employees, then you need to model the behavior that will grow them to greatness. It's not unusual for people to copy the behavior they observe from the top tier of an organization.

#### **3. Keep rules simple.**

While you need to establish some rules and enforce company policies, consider simplifying whatever you can. Avoid creating unnecessary complexities that punch holes in employee morale.

#### **4. Remove obstacles for staff.**

Don't make life harder for your staff than it needs to be. Part of serving as a resource is to pave the way for optimal, easy work flow and project completion.

#### **5. Teach people according to how they learn best.**

People are individuals, and their learning styles vary. Some are visual learners, others auditory or kinesthetic. Take time to find out how each of your employees absorb and integrate information best. Wherever possible,

cater to those preferences.

### **6. Make it safe for staff to take reasonable risks.**

Know that employees grow by making mistakes and taking risks. Invite them to step outside their comfort zone on occasion. Support them in these efforts that, for many, are scary. People should not be punished for risk-taking as long as it makes sense in the situation.

### **7. Help staff to find their passion.**

Employees who work in alignment with their passions are generally the “stars”. Give people the opportunity to find their passions and make contributions that stem from them.

### **8. Frame everything using motivational language.**

Even the bad news can be communicated with a positive, uplifting spin . It’s all a matter of how you state it. There is a big difference between announcing that “everybody’s job description is going to be changed” and “every one of you is going to get the opportunity to reinvent yourselves”.

### **9. Create a memorable experience for them.**

Work doesn’t have to be drudgery—a meaningless daily grind. Work can be motivating, satisfying, fulfilling. At times it can even be fun. As a supervisor, tap into your creativity to design a real experience for your staff where they can see they are making a difference within the organization, the community, the world. This is called “adding the sparkle” to what has to get done.

### **10. Develop a culture of trust.**

The finest work gets done within an environment where people trust each other. Why? They can focus on the work instead of on each other’s disappointing behaviors. A culture of trust is a solid foundation for great things to take place. Reward small demonstrations of trustworthy actions by giving people even bigger reasons to trust them. Trust begets trust.

**The platinum strategy?** Believe in them. Let them know you believe they can achieve a level of greatness. Say it. Show it. Often.

## RESOURCES

*Managing for Dummies* by Bob Nelson and Peter Economy is still a great read for anyone, brand new or seasoned, in a management position. Specifically, chapter six focuses on how to inspire employees to better performance. There are lots of excellent strategies discussed in there. Even if you just select one of them to implement tomorrow, you're moving in the right direction. Available on Amazon for \$14.95, this resource is worth one hundred times more than what you pay for it. Purchasing it is a wise investment in both yourself and your staff.

Another practical book, *1001 Ways to Energize Employees*, shows supervisors how to get the very best from each and every one of their staff. An innovative product by Bob Nelson, it talks about how to energize individuals, teams, and entire organizations. You can get this on Amazon for only \$8.67.

## TIP

### **Start With You**

Before you can inspire others to greatness, you have to know how to inspire yourself. You can't genuinely inspire people by pretending that you're inspired when you aren't. Figure out specifically what inspires YOU and do more of it. (Inspire means to influence, to move, to enliven, to animate, to guide.) You have to feel something before you can help your staff to feel something. You have to believe you can achieve greatness before you can help them to believe they can achieve greatness. Do you see how this works? It all starts with YOU.

## *Where in the World is SYLVIA?*

On June 3, 2011 Sylvia participated in an after lunch panel

presentation for the PA Institute of Certified Public Accountants during their meeting at Hershey Country Club. One of three presenters, she focused on the topic of Emotional Intelligence (EQ), specifically emphasizing how to build and enhance healthy, functional, and mutually beneficial relationships in a way that boosts career potential. [Click for a video outtake, an EQ story.](#)

On July 14, 2011 from 9:00 AM to 12:00 PM Sylvia will present *7 Steps to Managing Risk: How to Develop a Plan That Works* at Middletown's Best Western Hotel. Priced at only \$99, this three-hour, highly interactive seminar will challenge persons in management positions to identify internal and external risks to their organizations. Designed to approach the subject objectively and comprehensively, this experience will give you strategies for prioritizing those risks as well as a 7 step method for creating a viable risk management plan that works. [More info/sign up here.](#)



## About This Ezine

This Ezine is 1) to provide readers with valuable FREE content which contributes to both personal and professional growth and 2) to invite them to take next steps toward working directly with Sylvia.

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## About SYLVIA

**Sylvia Hepler**, Owner and President of Launching Lives, is an executive coach based in South Central PA. Her mission is to support corporate and nonprofit executives and business owners as they solve problems, develop leadership skills, and increase balance in their lives. Her background includes: nonprofit executive management/leadership, public speaking, business and freelance writing, teaching, and retail sales.

A [certified executive coach](#) through The Rescue Institute in Colorado and a participant in extensive continuing education, Sylvia is a platinum level expert author on [ezinearticles.com](http://ezinearticles.com). She has produced an audio CD entitled, "Making Change", [two special reports](#) for persons in management positions, and an e-book entitled, No Surprises: A Business Guide for Starting Your Coaching Practice.

More information is available at her [Launching Lives Website](#)

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## Launching Lives SERVICES

Launching Lives is an executive coaching company located in South Central PA. Its mission is to support managers and executives to solve their most pressing problems, develop leadership skills, and increase balance in their lives utilizing a holistic approach. Launching Lives focuses on BUILDING PEOPLE through individual, private coaching, group coaching, specialized products, speeches, and retreats. Most coaching takes place by phone.

Often people don't really know HOW they might benefit from coaching. Quite simply, ask yourself these questions: "What can't I seem to resolve on my own? What is keeping me awake at night? What am I missing when I look at a certain situation? How can I get to the next professional level? How can I learn certain skills quickly? How can I narrow my professional gaps? How can I motivate my staff? How can I communicate more effectively so I serve myself and others better? How can I reduce my work-related frustration? How can I develop a viable plan of action for myself

and/or my organization? How can I obtain greater job satisfaction?  
Coaching is the SOLUTION to any of these issues.

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