



Ten Ways to Raise Staff Morale

1. Follow the acronym M.O.R.A.L.E

Motivate
Openness
Respect
Ask
Listen
Encourage

2. Share the vision – knowing the end goal(s) will assist employees in understanding the importance and value of their efforts.

3. Empower your staff

Expectations
Mentor
Problem-Solve
Open Communication
Winning Team
Engage
Recognize

- Avoid micromanaging. Double-checking all work will lead staff to feeling incapable.
- Give staff responsibility for whole projects, not just part. Provide the *what, why and when*, but allow them to figure out the *how* for themselves.
- Allow flexibility in guidelines. Encourage risk-taking and innovation.
- Train workers to ask questions and think critically (problem-solving techniques).
- Avoid dependency, which creates a feeling of needing “permission” to make a move.

4. Stop negative attitudes at the door. Spend time working with those who see the world as glass half-empty. There is a difference between identifying issues in a positive or constructive way, versus negative and pessimistic. Post a sign on the entrance to their workplace that says “STOP - optimistic attitudes only allowed past! Negative attitudes are to be left at the door.”

5. **Create a climate of trust.** State upfront that you value honesty and integrity and then practice what you preach. Tips for trust:
- Allow staff to express feelings openly.
 - Reward employee's who own up to mistakes.
 - Uphold zero tolerance to blame and dishonesty.
 - Practice an "open-door policy".
 - Use active listening.
 - Provide appropriate feedback and coaching.

6. **Believe in ability.** Show that you expect the best by stating that you believe positive results will come from employee efforts and refusing to express expectations of failure - consider adopting the acronym *FAIL* as;

**From
Action
I
Learn**

7. **Get staff buy-in from the bottom up.** Create a partnership, not a hierarchy, between management and employees.
8. **Stay in constant communication.** Provide immediate feedback, recognize progress and encourage "feedback up" by asking for it, acknowledging attempts to give it and acting on what is given.
9. **Commit to personal and professional growth.** Spend time together identifying and discussing areas of challenge to work on (and how), areas of success (and why) and career goals and aspirations. Set goals and mark progress together. An employee will have increased motivation to be productive if he/she perceives organizational commitment. If an employee does leave the organization, he/she will become a loyal referral based upon their experience!
10. **Be a Leader.** Actions do speak louder than words.

Others

Build a community in which people can thrive using these strategies:

- Develop social skills
- Foster optimism
- Encourage flexibility and problem solving
- Support team initiatives
- Provide continuous training on both technical and social skills