



Positive Change Consulting

Improving performance through people.

Newsletter October 2004

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"He who controls others may be powerful but he who has mastered himself is mightier still." -- Lao Tsu

Ask about our Planning Workshop to help you implement work changes!

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Motivating Staff to Adopt New Ideas

Recently I was asked to present an interactive session on 'incentive mechanisms' to ensure staff commitment to the implementation of quality management systems. The audience was a delegation of engineers from China and this subject was one part of a program to introduce them to quality management in the Australian context. Its aim was to provide strategies for encouraging staff to be involved in the process.

Of course there are no easy answers, although decision-makers always live in hope that there will be a magic formula to overcome predicted staff resistance. The focus here was quality systems; however, the same challenges apply to any innovation.

Through the interpreter I gave them reasons why staff might resist; they were even good-natured enough to join in an exercise (fun but confronting and needing careful introduction in translation) to demonstrate why people are reluctant to embrace change; lastly I drew on leadership/ motivation strategies used with great success by a respected Australian company. But after this careful and logical build up, the final question was still - "Have you got any other **incentives**?" That magic formula again - the Holy Grail for staff management?

Motivation is not something that can be imposed. We need to understand:

- what people want from their work, what does motivate them;
- how people respond to change - and then how to manage it
- how to involve people, from the start, so that commitment grows through shared development of the ideas

But strategies like that demand a change of thinking by decision-makers, by leaders of any innovation.

Planning Workshop:

"Leading Innovation - Action Planning for Results"

Are you constantly challenged by new ideas that need to be implemented - yesterday?

Ever wondered why some people thrive on change; while others resist, caving in under the onslaught, anxious, de-motivated or destructive?

Discover strategies for:

- implementing new ideas, while completing current work loads - with minimal stress
- delegating - to share the load with others
- handling the "people issues", overcoming anxieties.

What others have said

- *"Focused on practical-achievable action".*
- *"Great - presenter kept everything on track, spent time with groups and gave helpful input".*
- *"We are a much longer way down the track towards achieving team cooperation and understanding of collective responsibilities".*
- *"Instilled the need to delegate and document".*
- *"Dealt with 'Big Picture' (mega-managing) to micro-managing".*
- *"Provides useful checklists for monitoring tasks that I delegate in future".*

A final thought

"The harder you chase something, the faster you go -- and the less you're able to let life meet life. If you're having difficulty coming up with new ideas, then slow down ... Creativity exists in the present moment. You can't find it anywhere else."

Natalie Goldberg [www.positivechange.com.au/time.htm]

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We'd love to hear your feedback.

Jennifer McCoy & Tony Austin

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