



INSPIRE YOUR STAFF

10 Practical Steps to Win Hearts and Minds

Inspiring staff is not easy – few of us have the outstanding qualities of inspirational figures such as Martin Luther King or Nelson Mandela. Nevertheless we all have the ability to inspire others in small but meaningful ways. Here are 10 practical steps to create a positive psychological and emotional connection with an individual to win hearts as well as minds.

1. Learn to Let Go

People respond positively when they are trusted to use their judgement as long as they feel supported.

2. Help Staff See Where They Fit In

Most people feel good about themselves when they understand their role and contribution.

3. Say Thank You

For most people genuine praise and appreciation is more valuable than financial rewards.

4. Recognise People's Strengths

People feel good when they are recognised as having particular talents that are valuable to the business.

5. Practice What You Preach

People respect managers who act in line with their values, who behave consistently and who provide open and honest explanations.

6. Give Constructive Feedback

Make sure feedback is balanced and that appropriate support is provided to help individuals make progress.

7. Discuss Career Paths

Take time to understand your staff's needs and aspirations.

8. Promote Work-Life Balance

Be flexible to accommodate a realistic work-life balance proposition for each person.

9. Communicate Honestly

Openness and transparency help to reinforce trust.

10. Have Fun

People work best when humour and fun is used to contain stress and pressure.