

Supervision: Replacing Carrots And Sticks

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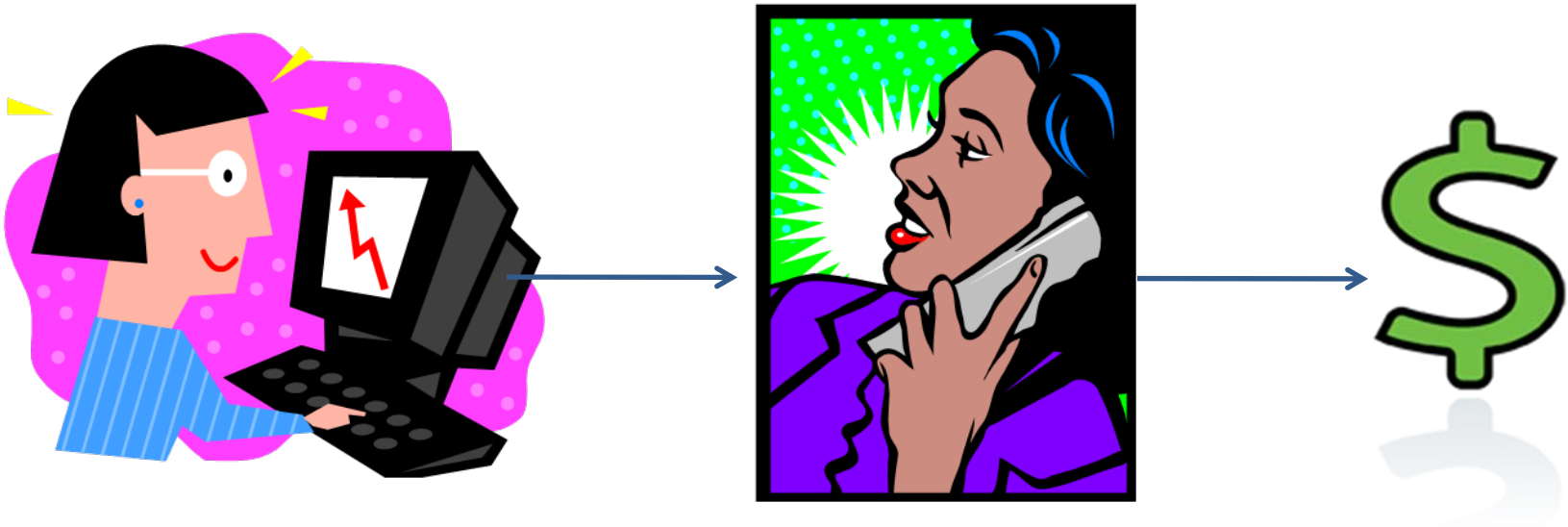
What Are Carrots And Sticks?



Unhappy Employees Do Not Make You Profitable



Customer Loyalty Is Earned



Supervisors ensure that every contact exceeds customer expectations.

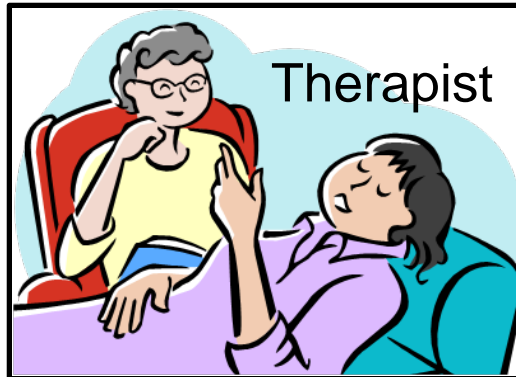
Supervision Is Not Easy

Supervisors have to play many roles. The right kind of training is essential to the creation of loyal employees.

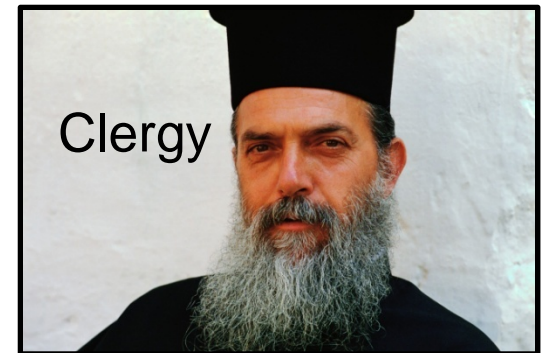
Teacher



Therapist



Clergy



Goal

Learn about a more effective way to supervise.

Overview to leave time for discussion.

Reference books and help are available.

Supervisory Challenges

Green employees

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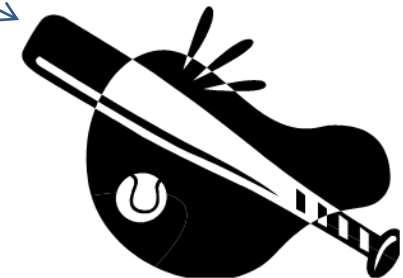
Poor morale

Employees feel
micro-managed

High absenteeism
and attrition

Lack of respect
for executives

Overwhelmed
Supervisors



What's Wrong With Bribes?

Bribes

Schedules

Hours

Leads



What's Wrong With Punishments?

Typical

Withdraw incentives
Verbal/written
warnings
Suspensions
Termination

Problems

Work only for some
Do not address causes
Meet only company needs
Keep HR very busy
Productivity lost

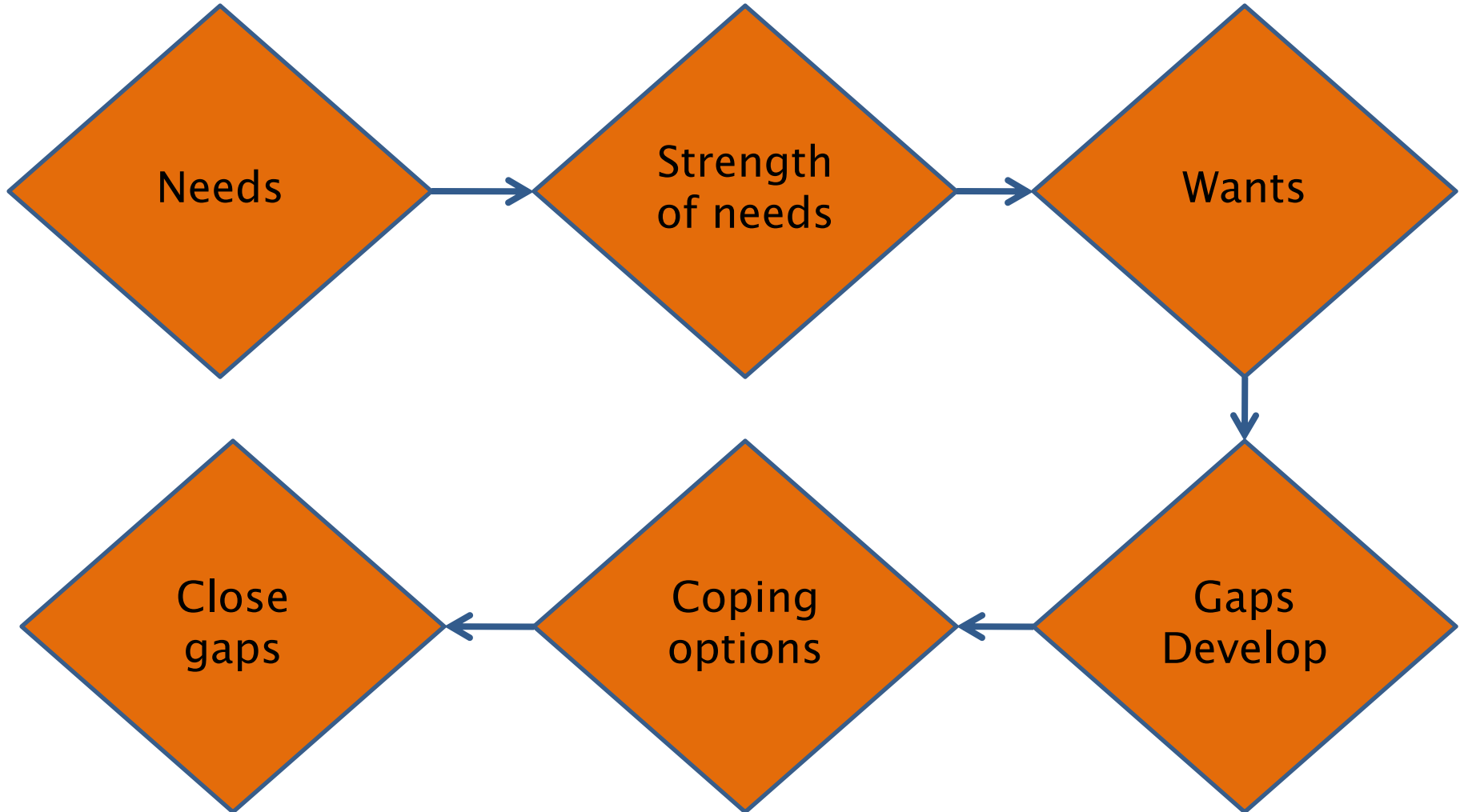
Replacing Carrots and Sticks: Step One

Satisfy
employee
needs in the
workplace

Replacing Carrots and Sticks: Step Two

Ask,
don't tell

Develop Employee Profiles



What Are Their Needs?



Influence
Belonging
Love
Freedom
Security
Survival

What Are Their Wants?

Influence -> wants into management
Belonging -> wants to join groups
Love -> wants to be recognized
Freedom -> wants to be empowered
Security -> wants to go to HR or leave
Survival -> wants overtime

How Do They Cope?

- Automatic responses?
- Backups? Plan B?
- Learning new ways

Prompt Employee For Options



Don't Ask,
Don't Tell



Tell, Don't
Ask



Ask, Don't
Tell



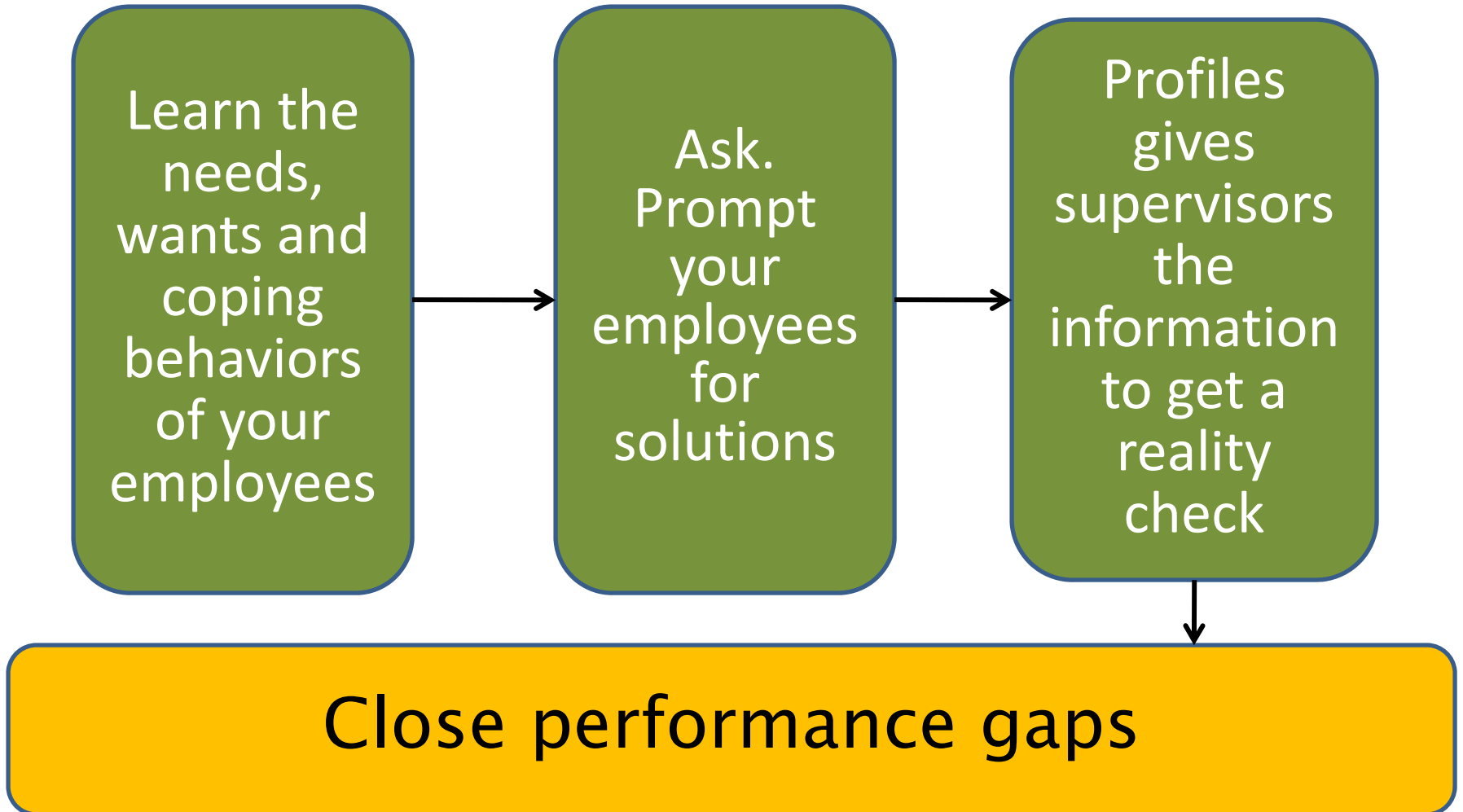
A Supervisor's Job Description

Learn the needs, wants and coping behaviors of your employees

Ask.
Prompt your employees for solutions

Profiles gives supervisors the information to get a reality check

Close performance gaps

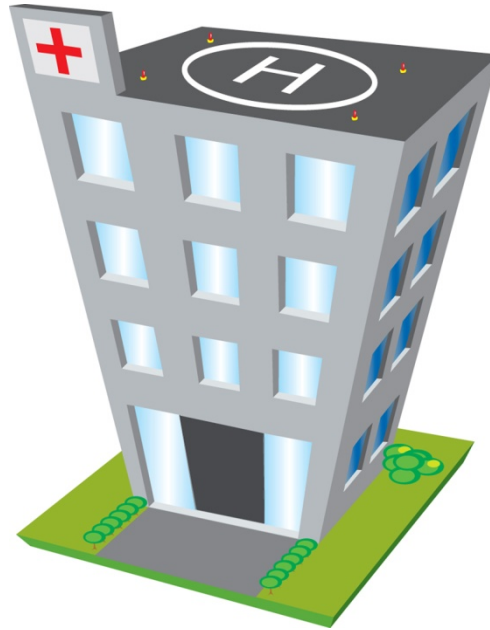
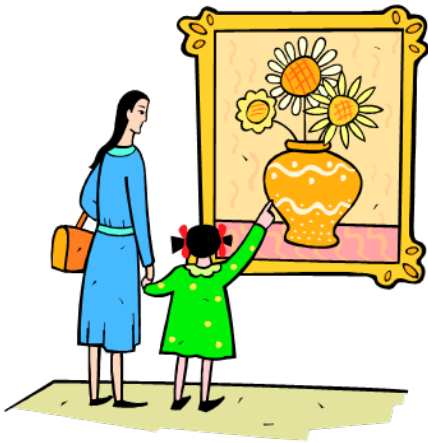


Overcoming Obstacles

Sell it, Trial it, Watch Results



Watch Results



Reading and Assistance

A green apple is positioned on top of a stack of books. The books have spines of various colors, including blue, red, and brown. The stack is resting on a light-colored wooden surface.

“A-ha! Performance – Building and Managing a Self-Motivated Work Force” *by Doug Walker*

“Ultimate Question – Driving good Profits and True Growth” *by Fred Reichhel*

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