

Techniques for Increasing Employee Passion

Gallup's 30 years of research identified 12 questions that can predict an employee's performance and ultimately a company's performance. The questions are centered on an employee's primary needs.

Many of these needs are satisfied by the way an employee's direct manager communicates and behaves towards the employee while other needs are more dependent on the organization as a whole.

The list below focuses on what things a manager can do that requires little or no financial resources and requires the manager to be conscious and adaptive to the needs of their employees. Employees want to know that their manager cares about them from personal and professional standpoint.

1. Recognize employees for a job well done by using the 3 step model.
 - a. Thank them
 - b. Be specific about what they did well
 - c. Share the positive impact it had on you and/or the company

...and make sure you thank them in a timely manner.
2. Learn more about your employees' personal lives to show that you care. Be genuinely interested when asking them about their weekend, hobbies, children, pets etc. Caring goes a long way.

With new teams, create some personal questions in the beginning of your meetings such as: "Share something you did, outside of work, which was really fun during the past month".

3. When an employee has just accomplished an important project/task, ask them to share their story with the team. The story not only recognizes the employee but also builds pride amongst the team and may also provide some learning for the other team members.
4. Build your list of employee stories that will demonstrate the behaviors you are looking for from the team that are aligned with the company values. Employees are in need of working for a company with a purpose and values and need to be reminded from time to time of their importance.

5. Create contests that will help to build your team. Empower the employees to design the contests themselves. Some contests have included:
 - a. A video of why they enjoy working for the company so much and employees then vote on various categories such as creativity.
 - b. Use coupons or buttons that all employees can use to recognize superior performance. Coupons can be used for time off from work, gift certificates etc.
6. Employee Appreciation Day where the managers of a company “serve” the employees by staffing a barbeque or entertaining employees. Not only does this demonstrate that you care but that you are “real”.
7. Set aside time to meet with each direct report for a monthly 1-1. This should be time for the employee to share their concerns, brag about their accomplishments, and receive mentoring and coaching from you.
8. Provide volunteer opportunities that will build employee pride. These opportunities can also be a great team building opportunity. Examples include:
 - a. Building a playground
 - b. Working at a food bank
 - c. Serving food at a homeless shelter
9. Send out hand signed birthday cards to employees to their home address. This personal touch will show that you care to both the employee and her family
10. Send out a hand written thank you note in addition to a verbal thank you. Hand written notes stand out and are more memorable and personal.
11. Celebrate company success or team success with a “dress down day”. There is no cost to this technique and it will create excitement if it isn’t expected.