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PRESS RELEASE

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HOW TO MANAGE, MOTIVATE AND INCENTIVISE YOUR TEAM

This was the topic at the February Breakfast Session of the IPM held this week when more than 90 delegates heard some interesting facts, figures and useful tips given by dynamic guest speaker, Cindy Norcott of Studentemps and Pro Appointments.

Cindy said that:

"Most people work just hard enough not to get fired and get paid just enough money not to quit"

"Most of the world's work is done by men who do not feel quite well"

"People don't leave companies, they leave their managers"

"Workers always give to the company in direct proportion to what they perceive themselves receiving from it"

She said that in a study of 3,000 employees.....

- 56% of companies fail to show concern for them
- 45% of companies fail to treat them fairly
- 41% of employers failed to trust them
- Only 24% said that they were truly loyal to their employers and planned to stay at least 2 years
- 67% of employees are dissatisfied

Cindy then went on to give the 28 golden rules of management, some of which were:

- Adopting an open door policy
- Catching people doing things right
- Management by walk-about
- If you can't measure it, you can't manage it
- Treat people the way THEY want to be treated
- Hire for attitude and train for skill
- Lead by example
- Develop big picture thinking
- Be a leader first, then a friend
- Don't expect staff to have your level of motivation
- A boss says "Go" and a leader says "Let's go"
- Learn to have fun!
- Learn to like people
- Don't mess with people's money
- Give recognition
- Be fair and consistent
- Measure what you value and value what you measure
- Inspire, encourage and reward the top 20%, energise the high performance 70% and fire the bottom 10%



(Left to right) Dayalan Govender (IPM Chairperson: Durban), Cindy Norcott, Samandrie Govender (IPM Chairperson KZN) and Rob Goldman (IPM Committee Member and MC for the session)

Cindy said that rewards should be tied to individual contribution – not to tenure. "Reward people for exceeding the expectations of their jobs. Only 10 to 20% of managers in a typical company effectively recognise their people. Praise and compliments dissolve – that is why people need them often." She said, "Praise loudly, blame softly. Don't focus on the employee of the month – find the employee of the moment. Praise efforts, not just achievements and praise sooner rather than later." She then gave ideas on how to show your appreciation and gave a list of questions which would help managers to test themselves daily.

Feedback from the audience indicated that this was an excellent presentation and would assist them in their roles as managers.

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