

Leadership Bites:

Motivating yourself & your team

LEADERSHIP LEARNING IN 20 MINUTES

NHS

Leadership Academy

South East

Introduction

Understanding what makes you and your team tick is essential to productivity, creativity, working relationships and excellence in service delivery.

This requires understanding a little bit about human psychology and even more about building genuine, respectful, co-operative and supportive relationships with your team individually and collectively.

KEY INSIGHT: “INSPIRATION MAY COME FROM MANY PLACES BUT MOTIVATION - THE LOVE OF LIFE, DAILY DRIVE AND THE WILL TO THRIVE - THAT MUST COME FROM YOU FROM WITHIN”

– RASHEED OGUNLARU, COACH-SPEAKER-AUTHOR

10 Fundamentals of Inspiring & Effective Leadership

When it comes to motivating and leading in a team or organisation it's essential that everyone is clear not just on the destination, but how to get there, the rules of engagement and how to make it truly enriching journey for everybody.

As the leader you're the captain of the ship and you must make sure everything is ship shape so here's your checklist.

Your *personal example* is also **key to the success of everything you do**.

You must *embody the spirit* that you'd like to see in the team.

1. **Destination:** where are you headed? clear goal, strategy and action plans.
2. **Motivation / Inspiration:** take time to find out what makes everyone in your team shine.
3. **Designation / Delegation:** ensure everyone is in the right role and delegate fairly and wisely.
4. **Expectations:** ensure everyone knows what's expected of them in their role / as a team.
5. **Regulations:** ensure all know / abide by the policies, procedures, rules and behaviours.
6. **Aspiration:** learn what each person seeks to achieve in their career – encourage progress
7. **Communication / information:** this is the lifeblood of success – ensure it flows wisely.
8. **Collaboration / co-operation:** foster a team spirit find ways to work collectively.
9. **Perspiration:** foster a work ethic where everyone pulls their weight and plays their part.
10. **Appreciation & Celebration:** Give praise, find ways to make work fun and enjoyable for all.

The psychology – and the magic of diversity

Very often we run into problems in the workplace because of personalities and priorities – this happens even more than we differ over issues like policies and procedure. The reason for this is that we all have differing ideas, beliefs, values, circumstances, backgrounds, experience, priorities, aspirations, abilities, preferences and prejudices.

As a leader it's essential that you are first aware of this and then that you work to create a shared vision, purpose, approach, behaviours that is respectful of everyone's individual needs but is aligned to and driven by the organisations vision, mission and values.

Remember that you also need to build a team that is diverse in gender, age, race, faith, sexuality, ability/disability and also in terms of how they think and the skills they bring. This is our best hope of truly reflecting and serving the society that we serve and live in. This may well bring it's challenges and conflicts but it is your job as a leader to ensure everyone that everyone understands the importance and benefits of this. This, like all aspects of leadership, will be a learning journey for you and the team. The prize is inspiration, innovation, efficiency, a happy / fulfilled team and individuals – and most importantly delivering exceptional service delivery, patient care and customers service.

KEY INSIGHT: “IN ORDER TO MOTIVATE ANYBODY, YOU NEED TO UNDERSTAND WHAT THEIR MOTIVES ARE”

– RASHEED OGUNLARU, COACH-SPEAKER-AUTHOR

Building rich relationships - 7 Top Tips

1. **Rapport:** Take time to get know your team individually and collectively; use personality and warmth.
2. **Respect:** There's no respect without rapport. Act with integrity, equity and professionally to keep.
3. **Relationship:** Relationship is the result of rapport and respect – the key is to maintain and build it.
4. **Reliability & responsibility:** clear roles, rules and expectations are key – engage and empower.
5. **Relay & refer:** ensure your communication is clear, calm, considered, kind, consistent and 2-way.
6. **Result:** Keep your eye on the goals and have regular meetings, updates, reviews – be flexible too.
7. **Reciprocate + always seek win-win** ensure that everything you do is aimed to benefit one and all

Give it a go

In what ways could you boost the motivation of yourself and your team. Think about what you could do individually and collectively.

Check out the corresponding *Motivating Yourself and Your Team* video on the website. It will give you soon additional tips and insights into understanding and motivating your team.

Further learning ...

For further information and learning, as well as suggested activities, feel free to visit the People.NHS.uk website or our [South East Leadership Academy site](#).



Time to reflect...

Take some time to note down your thoughts on what you've learned.

What resonated?

What has made you curious?

What small changes could you make to start having an impact differently and quickly?

What might you need to share with your team, and commit to 'testing and learning' together?



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