

How do you maintain motivation in your staff?



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More from [Kelly Zenkewich, Capital Ideas](http://CALGARYHERALD.COM/AUTHOR/KELLY-ZENKEWICH-CAPITAL-IDEAS) (HTTP://CALGARYHERALD.COM/AUTHOR/KELLY-ZENKEWICH-CAPITAL-IDEAS)

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We asked Calgary entrepreneurs about how they continue to inspire and motivate their staff.

Here's what members of our community had to say about how they engage staff to keep productivity high:

“Keep your team informed, knowledge isn't power, knowledge should be shared. I have a team that works across multiple time zones and we use Bitrix24 to ensure everyone knows the status of each project, and also to give clear accountability and responsibility. Ensure everyone shares in the success of a project, and that as the team manager you take responsibility if anything goes wrong. Keep it fun, celebrate every success, and find ways to de-stress during tough times.”

— Victoria Bennett, principal at [Bennett Milner Williams Consulting Ltd.](http://bmwconsults.com/) (<http://bmwconsults.com/>)

“Praise, praise, and more praise. Appreciation. Respect. Acknowledgment. Encouragement. More than compensation, perks, benefits, or even a promotion, these forms of public recognition can motivate and inspire individuals to give their all to their team.”

— Kris Hans, strategist at [Market Grade Ltd.](http://marketgrade.com/) (<http://marketgrade.com/>)



Jennifer Kirby, principal at Vital Partners Inc. CHRIS STUTZ

“Down to earth people, a bustling economy and a tight-knit community of small business owners who support one another, wonderful employees, my list goes on and on. I definitely feel blessed to do business in this city.
— Jennifer Kirby, principal at Vital Partners Inc.
(<http://www.vitalpartnersinc.com/>)

“Make sure your team knows that you have their back as their leader, and

while that statement sounds good, you need to back it up with actions. This counts doubly when something goes wrong. Don't spend time assigning blame or 'writing up' the faulty party. Instead engage your team in solving the problem, then discuss how it can be avoided in the future. Don't single anyone out. Shoulder the burden (as any good leader should), be proactive, and move on. Actions like this will add stability, trust, and truly empower your team."

— Michael Tighe, managing partner at [Solid Site](http://asolidsite.com/) (<http://asolidsite.com/>)

"I don't, and neither should you. It's not about motivating my team. Motivation must come from within. People must be self-motivated. It's the leader's role to inspire and lead by example, and to provide the best possible environment for their staff and team to succeed. Whether I was in the military, playing rugby for Calgary, or a contributor in a business – no one motivated me to get out of bed and do my job because I was inspired by my leadership's vision for a better tomorrow."

— Vince Fowler, chief challenger of the status quo at [Vested Interest Group Inc.](http://www.vestedinterestgroup.com/) (<http://www.vestedinterestgroup.com/>)

"Alignment and engagement. It starts by hiring the right people and freeing up the wrong people. Then, make the vision crystal clear, so they know where you are going. The right people want what we want already. They are motivated to begin with. Next, engage them in defining the short term priorities needed to move down the path towards your bigger goals. Finally, celebrate success once you get there and hit repeat. You ultimately have an aligned team that is engaged in the outcome. If they are the right people for the company, that is what keeps them motivated. You don't have to do it for them!"

— Chris Jones, professional EOS implementer at [Strategic Traction Inc.](http://www.eosworldwide.com/implementer-directory?ml__view=location&ml__id=75#axzz3rDBXPr32) (http://www.eosworldwide.com/implementer-directory?ml__view=location&ml__id=75#axzz3rDBXPr32)

"I tend to stay away from the low-hanging motivational techniques such as monetary gift certificates and vouchers. Money is one thing; a corporate culture that is built around accountability, empowerment and long term visibility fosters productivity and creativity is another. What employees want to know is that the leaders in their company have a long-

term vision, a realistic strategy to support this business vision, and a tactical plan to implement.”

— Franck Besseat, president of Savoir-Faire Consulting

(<http://www.savoirfaireconsulting.ca/>)

“Making sure they feel appreciated, part of the team, part of decisions and empowered to make change. This is all part of being a good leader and motivation comes from following a good leader.”

— Lisa Genovese, president and CMO at BottomLine Marketing

(<http://bottomlinemarketing.ca/>)

These answers are in response to a question posed by Wellington Holbrook, executive vice-president of ATB Business

(<http://atb.com/business>). Here’s his advice:

“If there’s one recurring theme that I’ve heard from entrepreneurs over the years, it is that money doesn’t buy motivation. The pursuit of a goal, the enunciation of a dream and the inspiration provided by a mission always seems to trump almost any other source of motivation. It’s not to say money isn’t important, but if you’re looking for a highly motivated team, give them something to believe in.”

Get Involved!

Answer our next question: **How do you take your business idea to market?**

Submit your answers at the Capital Ideas website

(<http://capitalideascalgary.com/home/latest-question/source=CH1112>) by

Monday, Nov. 16. We’ll publish the best answers, along with your business name and website.

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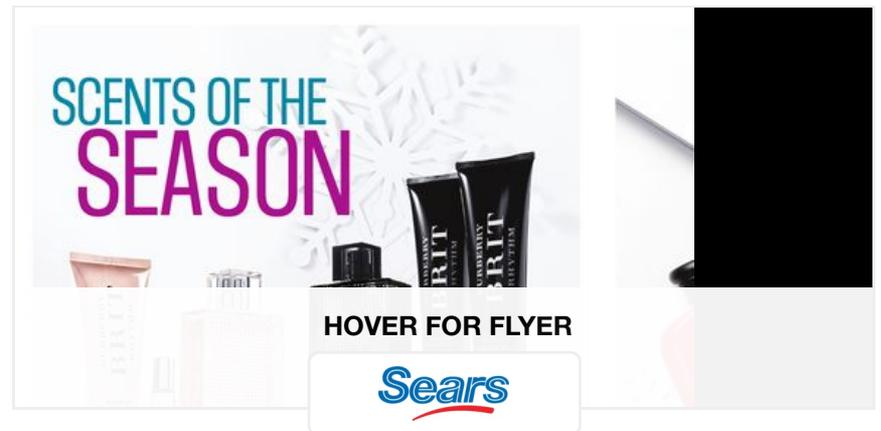
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Jimmy Thomas · Contract to CNRL at CNRL

I work in the oil sand and motivation is not there at all, higher up keep everything for themselves and never told anyone about the company how they are doing, lazy people who wants to sit on their ass all day long on front of computer and never told anything so they can keep their job! I have been in lots of different site and its always the same people moving around in management position they should not be but because in the oilsand it always work with best body it do not matter!

This is very poorly managed and not positive, my philosophy is you keep your workers informed and make challenge them at being part of a teamwork in a positive environment.

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Mark Johnson

Why is it that when motivating low-level people, we see things like "money doesn't buy motivation", but when discussing the CEO's multi- million dollar compensation, one of the reasons is always motivation?

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