



DF 305
Taking Care of Employees

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COURSE OBJECTIVES

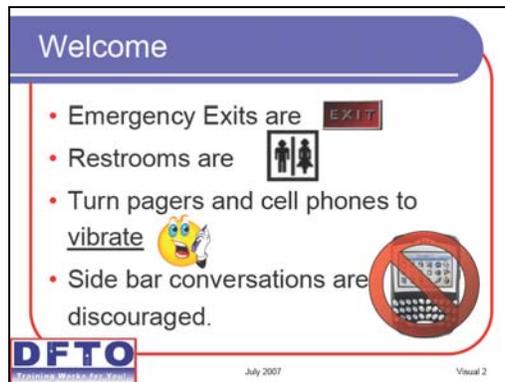
The objectives of this course are to enable participants to:

- Discuss motivators for employees.
- Discuss methods for taking care of employee basic needs.

TARGET AUDIENCE

The target audience for this training is supervisors and potential supervisors assigned to the Joint Field Offices and other disaster facilities.

WELCOME



NOTES:

COURSE OBJECTIVES

The slide features a blue header with the text 'Course Objectives'. Below the header, there are two bullet points: '• To identify motivators for employees.' and '• To identify methods for taking care of employee basic needs.' At the bottom left is the DFTO logo with the tagline 'Trainees Work for You!'. At the bottom center is the date 'July 2007' and at the bottom right is 'Visual 3'.

Course Objectives

- To identify motivators for employees.
- To identify methods for taking care of employee basic needs.

DFTO
Trainees Work for You!

July 2007 Visual 3

NOTES:

Introductions

- Your name?
- Where you are from?
- Your course expectation is?
- Your position in the organization?

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Disaster Field Training Operations

July 2007 Visual 4

FEMA's CORE VALUES

FEMA's Core Values

- Accountability
- Integrity
- Compassion
- Partnership
- Customer Focus
- Public Stewardship
- Diversity
- Respect
- Innovation
- Trust

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Disaster Field Training Operations

July 2007 Visual 5

FEMA's ten core values guide both the Agency as a whole and every individual within the Agency.

FEMA's CORE VALUES (continued)

Accountability: Being responsible for decisions and results while acknowledging mistakes and working to correct them.

Compassion: Showing concern to customers and to each other in times of need.

Customer Focus: Making customers and their needs the first priority.

Diversity: Enriching our work environment and our ability to perform through diversity in backgrounds, experiences, skills, and respect for those differences.

Innovation: Seeking creative new ways to better deliver our services and meet whatever challenges may arise.

Integrity: Following the highest ethical standards and always being truthful with customers and colleagues.

Partnership: Working collaboratively with external partners and with each other to achieve our common goals.

Public Stewardship: Managing resources prudently and providing the highest quality service.

Respect: Listening to and treating customers and co-workers with dignity.

Trust: Relying on each other and our external partners to act in the best interest of our customers, and earning that trust through our behavior

NOTE: *Many of these Core Values relate to how we take care of ourselves and each other.*

NOTES:

MOTIVATION / NEEDS



Maslow's Hierarchy of Needs.

- The needs are arranged in a pyramid, not a triangle.
- If the basic physiological needs are not met, needs higher on the pyramid are of lesser importance.

Maslow's hierarchy shows the order of importance in meeting human needs.

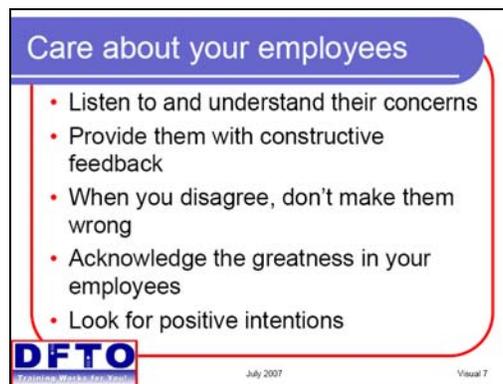
Abraham Maslow developed the theory of human motivation now known as **Maslow's Hierarchy of Needs**. As a psychologist, Maslow noted that some human needs were more powerful than others. He divided those needs into five general categories, from most urgent to most advanced: physiological, safety, belonging/love, esteem, and self-actualization. Maslow first published his theory in the 1940s, and it became a widely accepted notion in the fields of psychology and anthropology. Maslow was a professor at Brandeis University from 1951 until 1969; his major texts included *Motivation and Personality* (1954) and *Toward a Psychology of Being* (1962).

MOTIVATING EMPLOYEES

- As a supervisor, you cannot motivate people directly. People tend to do things for their own reasons, not yours. Learn what motivates employees and provide opportunities for employees to work in an environment where they are self-motivated.
- Encourage Team Member participation. Involving team members in decision-making, problem solving and other activities is one of the most powerful motivational tools.
- For employees to perform at their optimal level, their needs must be met. As a supervisor, it is your job to help them meet these needs.
- In a disaster situation, even basic needs may need to be met. There may be sub-standard shelter available and limited food supplies.
- Employees who are not focused on their personal needs will be more dedicated and committed to their work.
- As a supervisor, you may not be able to address all of an employee's needs. It is important to address those over which you have some control. Therefore, the first step in motivating employees is to identify staff needs.
- An effective supervisor also coaches his/her employees. Coaching goes beyond showing someone how to perform a task. Coaching involves observing, analyzing, demonstrating and giving effective feedback.
- Maintain or enhance your team member's self-esteem, self respect and dignity.

MOTIVATING EMPLOYEES (continued)

- Communication is a two way process. Keep you employees informed of activities at the JFO. A supervisor's role is to support the free exchange of open, honest communication. Organize your messages, avoid complex or pompous language. Practice active listening
- You may be familiar with Maslow's Hierarchy of Needs. This hierarchy can provide a framework for thinking about needs of staff in the Joint Field Office.

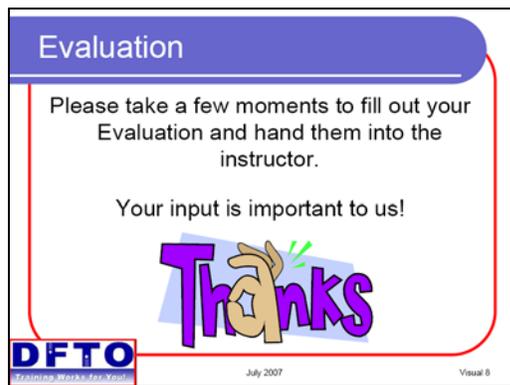


- **Listen to and understand their concerns.** Every time you do a good job listening and understanding your employees, you indirectly tell them that you are about them and value their opinions
- **Provide them with constructive feedback.** If you care about someone, you give them constructive feedback--both positive and negative comments.
- **When you disagree, do not make them “wrong.”** If you care about people, you want them to have their own opinions. That is what makes people unique.
- **Acknowledge the greatness within your employees.** Everyone is capable of accomplishing extraordinary tasks. Part of the role of the leader is believing that their people are capable of doing great things.
- **Look for positive intentions.** Most people do not go out of their way to make mistakes, propose ideas that will not work, or maliciously do things wrong. People usually have positive intentions behind their actions. Leaders who care about their people look for their positive intentions rather than what went wrong or what is wrong. Everyone makes mistakes.

SUMMARY

Be careful NOT to assume what motivates you – also motivates your staff.

Ask the participants to complete the course evaluation form.

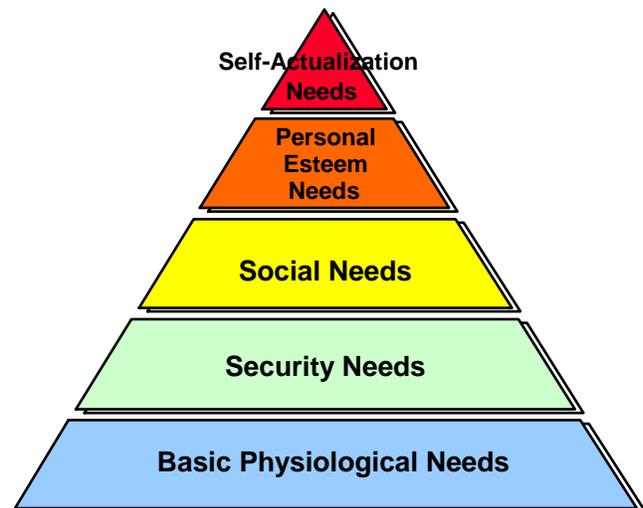


HANDOUT 1
MEETING EMPLOYEE NEEDS
Participant Copy

Purpose: The purpose of this activity is to identify specific actions a Joint Field Office supervisor can take to ensure that employees' needs are met.

Instructions:

1. For your assigned need, identify specific actions that a supervisor at a JFO can take to ensure that employee needs are met. Record these below.
2. As a group, consolidate your individual responses and write your actions on easel paper.
3. Select a spokesperson to present your group's list.



Assigned Area: (Check one)

- | | | |
|---|--|------------------------------------|
| <input type="radio"/> Basic Physiological Needs | <input type="radio"/> Security Needs | <input type="radio"/> Social Needs |
| <input type="radio"/> Personal Esteem Needs | <input type="radio"/> Self-Actualization Needs | |

Record suggested JFO supervisor actions below:

Please take a moment to complete the following items. Your input may help to improve future training sessions. Thank you!



Date of Course _____

Name of Instructor(s) _____ **Disaster Number** _____

1. The instructor was knowledgeable and well-prepared.

___ Strongly Agree ___ Agree ___ Disagree ___ Strongly Disagree

Comments: _____

2. The instructor provided time for questions and review and encouraged group participation.

___ Strongly Agree ___ Agree ___ Disagree ___ Strongly Disagree

Comments: _____

3. The instructor related the material to disaster work and used FEMA-related examples.

___ Strongly Agree ___ Agree ___ Disagree ___ Strongly Disagree

Comments: _____

4. Based on your Requestor/Supervisor/Program Manager's expectations from this course, will you be able to meet or exceed them? Why? Or why not?

5. Overall, how would you rate this course.

___ Excellent ___ Very Good ___ Good ___ Adequate ___ Poor

6. Please list additional training or performance improvement opportunities that would benefit your JFO work or benefit the JFO workforce in general.

