Are You Lighting Their Fires

or

Burning Them Out ?!

Staff Morale and Job Enrichment

David Turner, Retired
Being a LEADER is a bit like being a lady. If you have to explain that you are one, you likely are not.

- Margaret Thatcher
Staff Morale
and
Job Satisfaction
Assessment

- Consultant
- Survey
- Listen
Hertzburg’s Two Cell Theory of Satisfaction

- “Dissatisfiers” – Cell One
- “Satisfiers” – Cell Two
Dissatisfiers
(Easy Stuff)

• Physical Surroundings
• Materials
• Workload
Maslow’s Hierarchy of Needs - Satisfacton - (Hard Stuff)

- Physiological
- Safety
- Social
- Esteem
- Self Actualization
Satisfiers

- Interpersonal Relationships
- Sense of Belonging
- Involvement
- Sense of Worth
- Self Determination
Job Enrichment

• Variety of Work Content
• Skill and Knowledge Levels
• Responsibility
• Input
• Sharing
• Professional Growth