

June 2, 2008

THE ORGANIZATIONAL IMPACT OF THE ABILITY, MOTIVATION AND ATTITUDE OF YOUR STAFF

DON'T NEGLECT THESE KEY AREAS!

BY: **DAN FERDINAND**

The quote listed below (the author is unknown to me) describes three fundamental elements that drives an individual's accomplishments at any given time.

*Ability is what you're capable of doing. Motivation determines what you do.
Attitude determines how well you do it.*

HERE IS MY BRIEF REACTION TO THE SUBJECT MATTER FROM AN **ORGANIZATIONAL** POINT-OF-VIEW:

- **ABILITY** – How do you determine someone's ability **before** you either hire or promote the person? There is a significant difference in knowing in advance that someone doesn't currently have the ability to succeed and **not** knowing at all. If your front-line managers are keen enough to know a candidate's shortcomings, and your organization has an effective learning infrastructure to develop the deficient areas, this can make for a great outcome. However, it is very common for front-line managers to base their hiring decisions on the level of **rappor**t they have with a candidate, rather than a candidate's level of ability and potential. Oftentimes, a new hire is filled with great potential, but due to the front-line supervisor's inabilities and/or the organization's, an opportunity to develop the new employee's skills is **lost** and **sadly, everyone loses**.
- **MOTIVATION** – I have observed numerous applicants and employees who were brimming with ability, but seemed to lack the desire to use it. As you know, some people come filled with a genuine craving to learn and grow, while others don't. The "don't" group might just need someone to awaken them to experience the rewards, intrinsic and otherwise, that can flow from doing something well and worthwhile. Supervisors who are strong leaders can do just that – they can take a bad case of the "**walking dead**" and **inspire** that person to draw on his/her own energy to become more curious and **engaged** in what they do.
- **ATTITUDE** - If we envisioned a continuum with bad attitude and great attitude as its end-points and somehow we had the ability to accurately record our employees' attitude level over an extended period, I'm sure everyone would agree that we would see fluctuations. However, unless the degree of fluctuation and the underlying **reasons why** are determined, nothing would be truly gained by this exercise. A manager's ability to assist an employee who is in need of an "attitude adjustment," is very much related to understanding the "**why**" and having the **know-how** to move the employee in the direction of great attitude while maintaining appropriate role boundaries and the organization's values. A manager's deficiencies in this area of skill can have a profound impact on how well the mission of an organization is served.

If you are interested in learning more about this subject matter or other ones, please visit my website at www.momentumhrservices.com. I am offering all **new** clients a free two-hour consultation with **no** strings attached.

Daniel Ferdinand

Principal

Momentum HR Services

Expert and Affordable HR Services to the NFP Community

847-902-6101

danferdinand@momentumhrservices.com

www.momentumhrservices.com