

Managing Your Most Valuable Asset: Your Staff



Presented by
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Managing Staff is a Balancing Act!





COMMUNICATE!



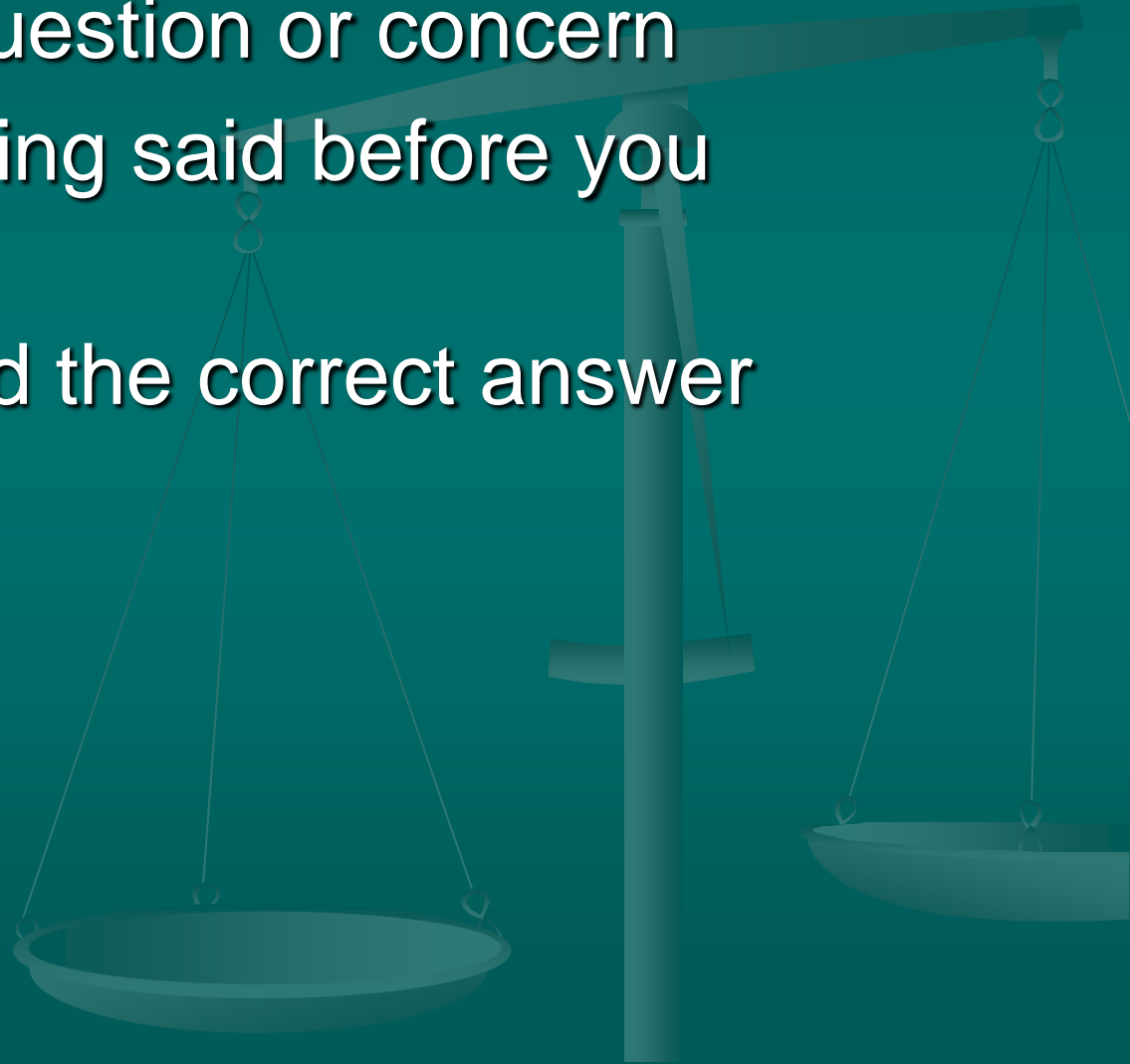
Communication

- Two way street
- Be aware of your tone
- Ask your employee to repeat back what you said
- Set your staff up to succeed by giving them clear objectives and goals

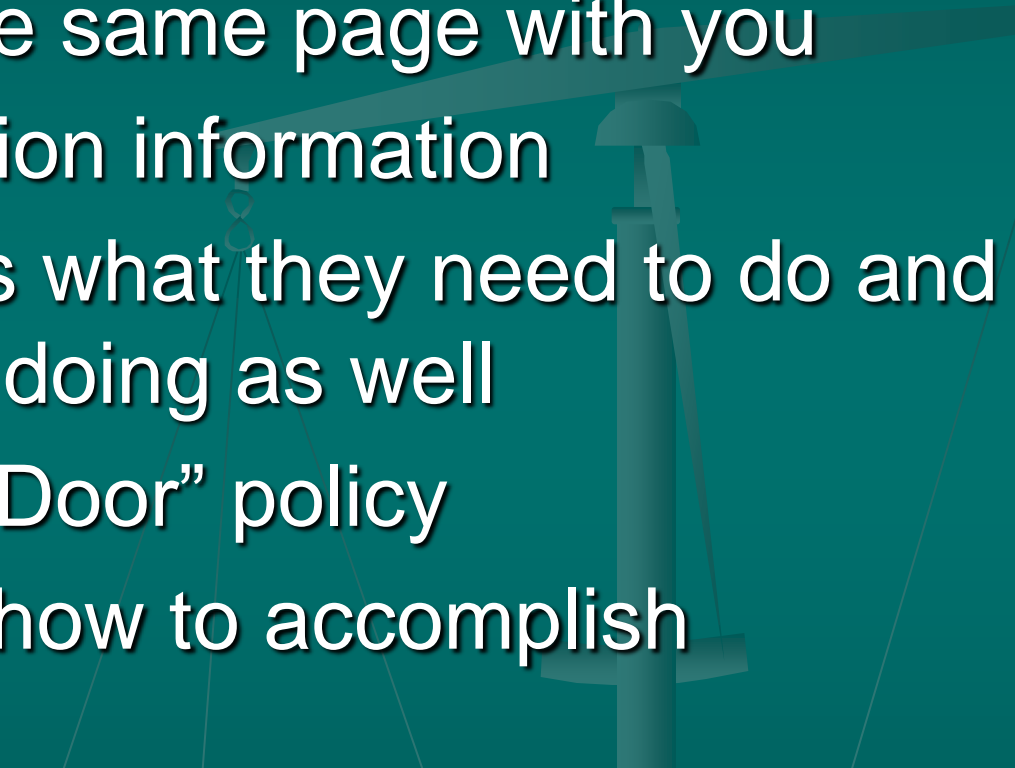


Listen and Hear

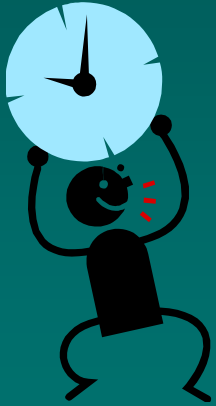
- Respond to a question or concern
- Hear what is being said before you respond
- Take time to find the correct answer



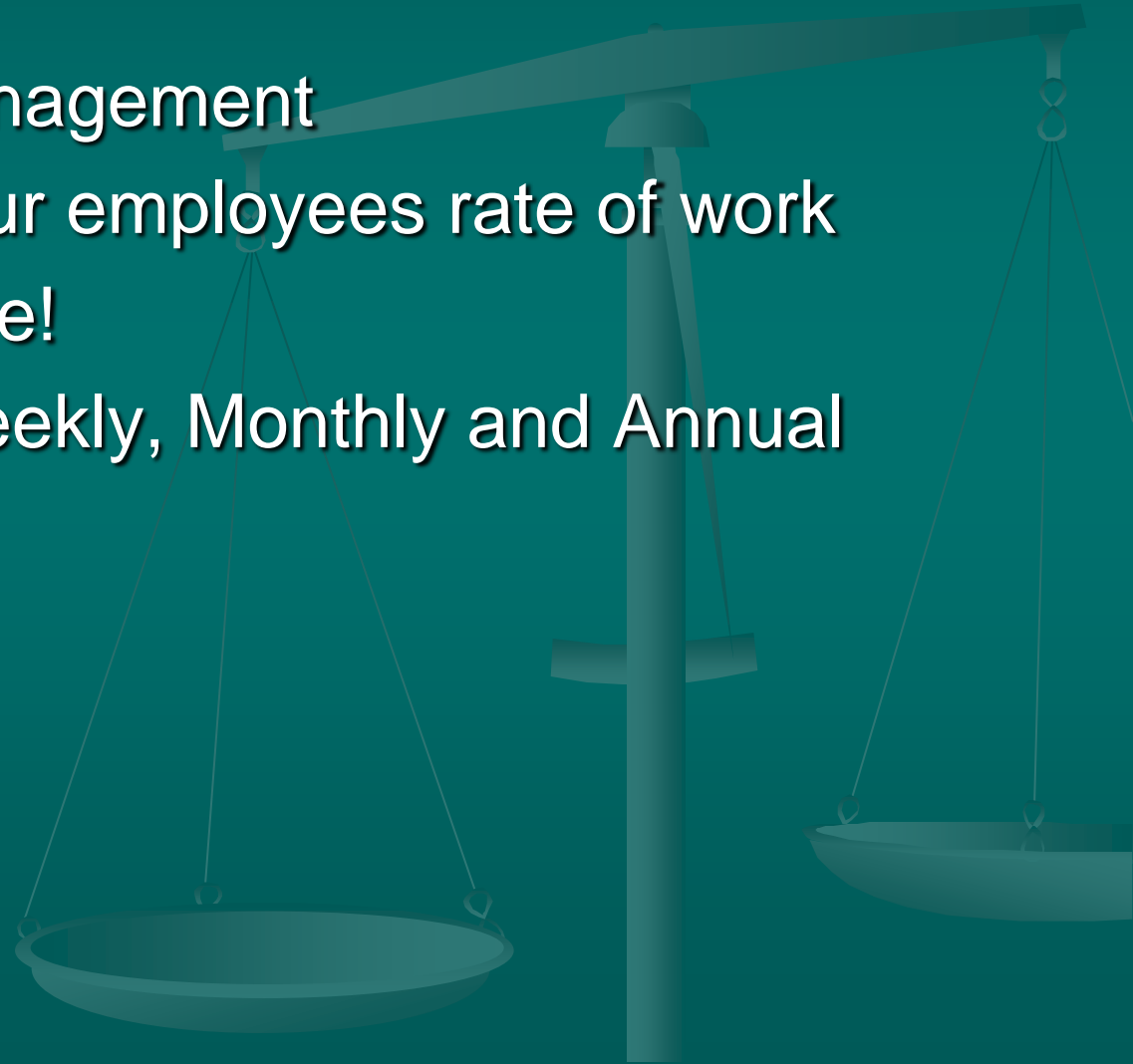
Daily Meeting

- Keep staff on the same page with you
 - Share organization information
 - Everyone knows what they need to do and what others are doing as well
 - Keep an “Open Door” policy
 - Share ideas on how to accomplish projects
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Proper Planning

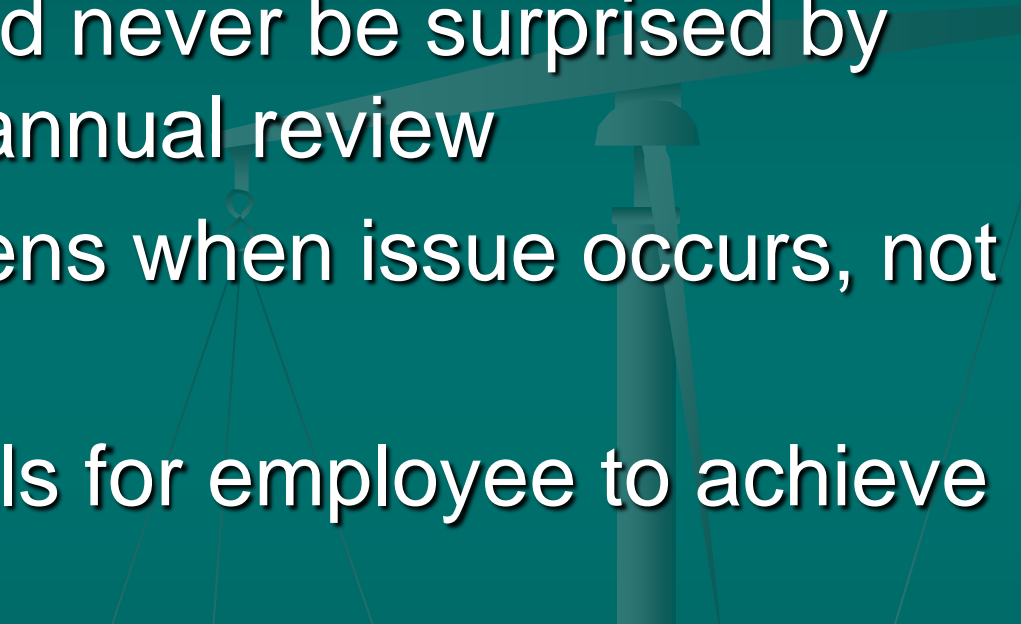


- Time management
- Know your employees rate of work
- Be flexible!
- Daily, Weekly, Monthly and Annual Planning





Annual Reviews

- Employee should never be surprised by anything in the annual review
 - Discipline happens when issue occurs, not at review
 - List specific goals for employee to achieve in the next year
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The Voice of the Green Industry

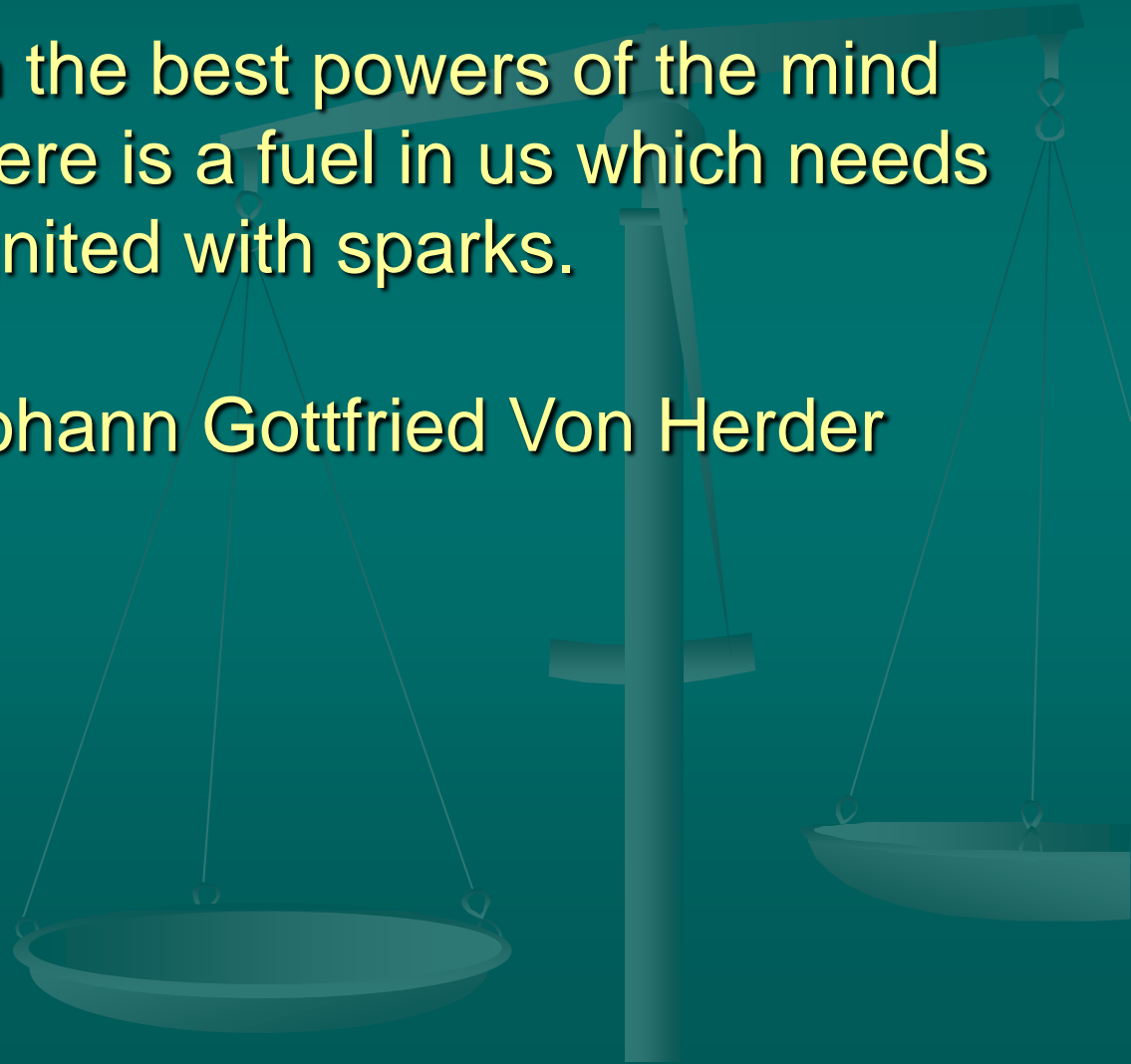


ISA International Society of **Arboriculture**

Motivation

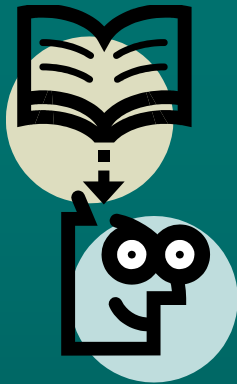
Without inspiration the best powers of the mind remain dormant. There is a fuel in us which needs to be ignited with sparks.

- Johann Gottfried Von Herder





- \$\$\$
- Time off
- Education



- Independence on the job/Empowerment
- Choice of job duty
- Food
- Praise
- Apparel
- Employee of the Month

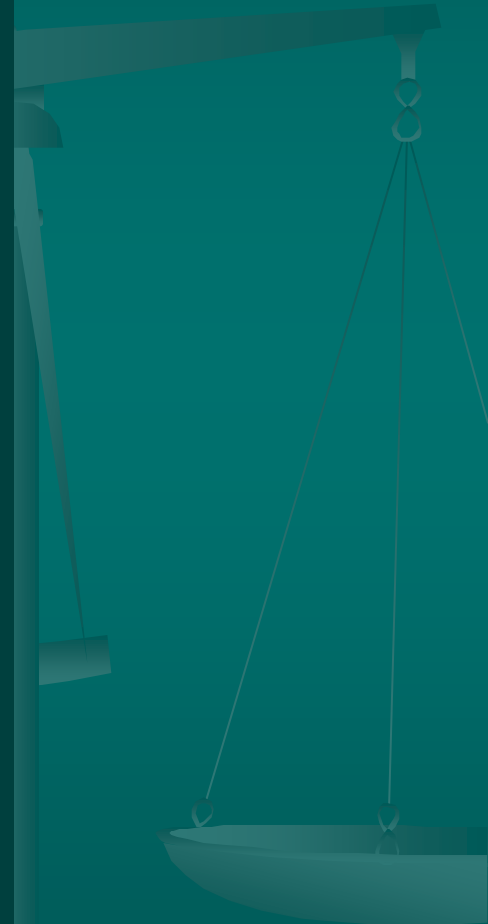


Have Fun



- We spend too much time at work not to have fun there
- Averaging 40 hours/week we spend 2,080 of these at work
 - Raise that to 60 hours/week and you get 3,120 work hours





Happy Cows Make Better Milk



Cross-Training

- Everyone should be able to do all jobs, even those not in their job description
- Shop Duty- No one has to do the “icky” job all the time





Burnout

- No one can be 100% all the time
- Burnout happens
- Have fun!
- Bad days happen



Problem Child

- Make sure they know what should be happening
- DOCUMENT
- Listen
- Progressive Discipline



Discipline



- In private
- Generalize for the entire staff
- Rules must be known to be followed
- Get to the root problem, could be unrelated to work
- **YOU ARE NOT A THERAPIST!**
- Know the process and steps of progressive discipline

Firing

- Know your organization policies
- DOCUMENT all issues as they happen
- Implement a “probation” period for new hires

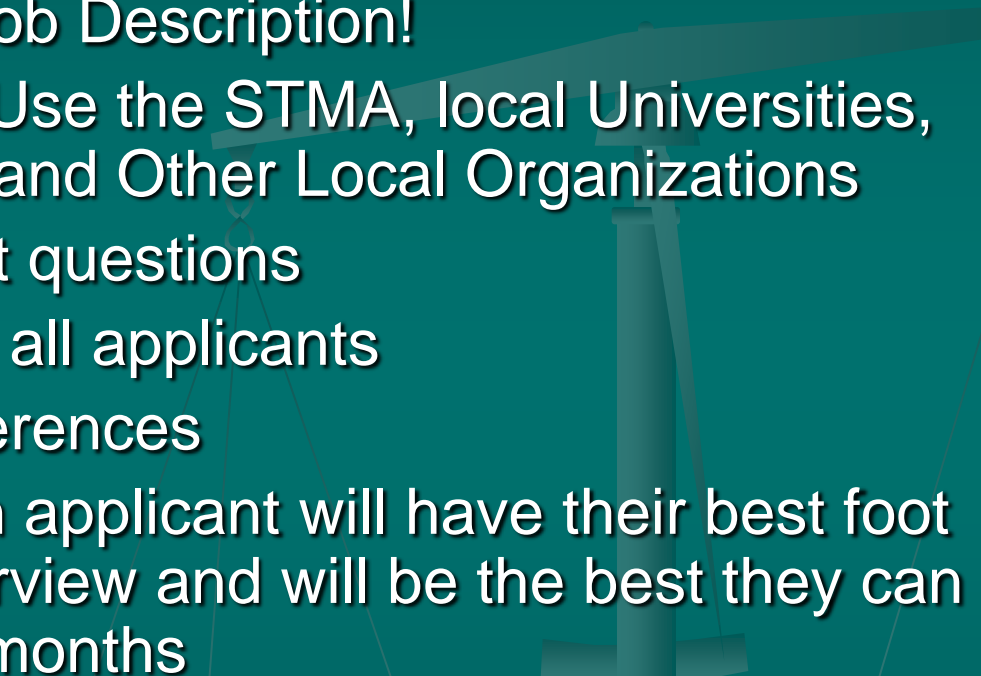


Headline Test

- If it wouldn't look good on the front page of the newspaper, Don't do it!

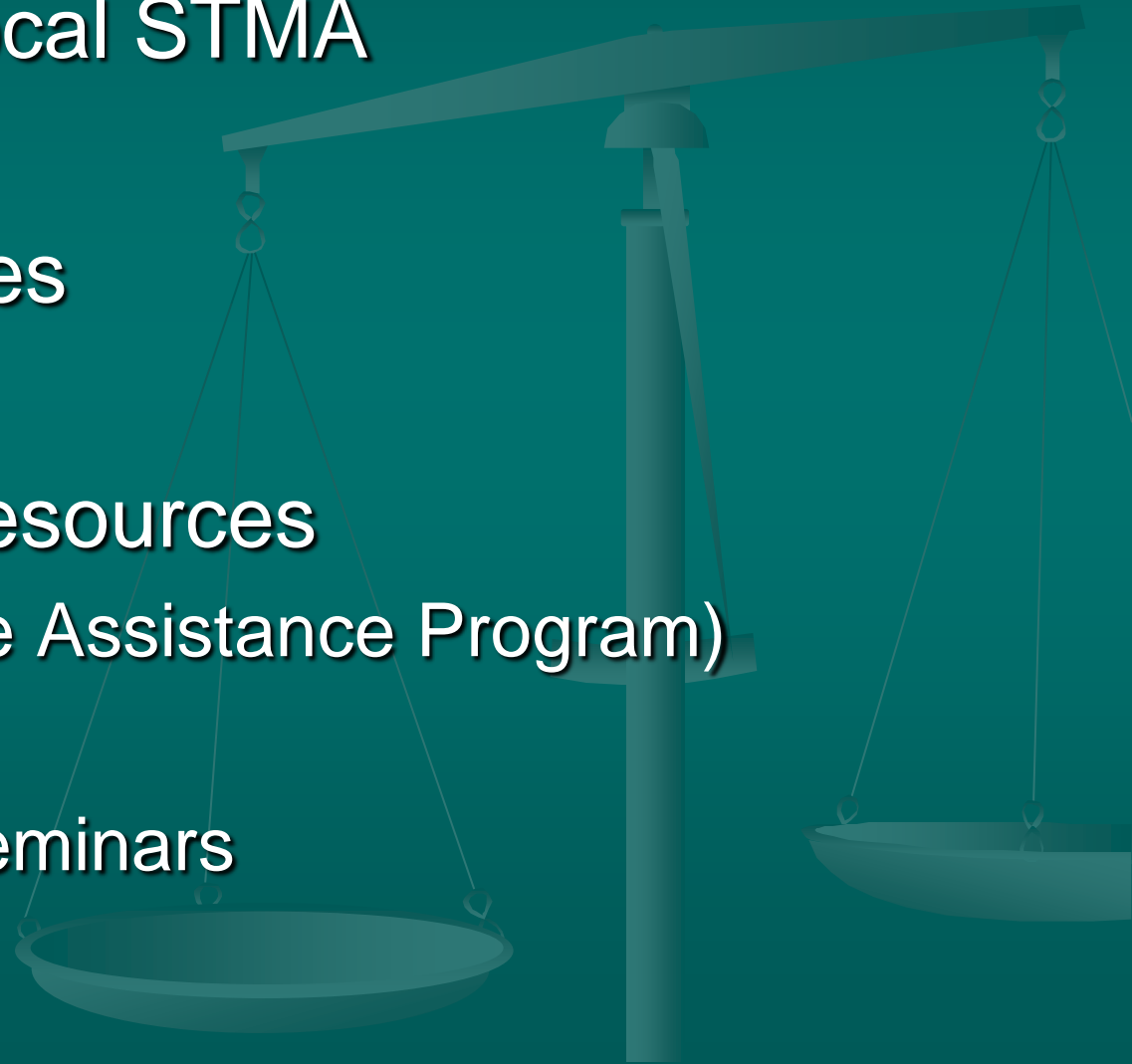


Start with the Best

- Be honest in the Job Description!
 - Get the word out! Use the STMA, local Universities, Extension Offices and Other Local Organizations
 - Ask good/pertinent questions
 - Be consistent with all applicants
 - Follow up with references
 - Remember that an applicant will have their best foot forward at the interview and will be the best they can be in the first few months
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Use Your Resources

- National and Local STMA
- Colleagues
- Extension Offices
- Universities
- Organization Resources
 - EAP (Employee Assistance Program)
 - Drug testing
 - Classes and Seminars





Thank You!

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