



STAFF DEVELOPMENT + WELL BEING

Motivation

Different people are motivated by different things.

International studies of not-for-profit workplaces have found that people who work for community organisations are often motivated by intrinsic things such as:

- Making a difference in the community and helping people
- Work/life balance
- Having fun at work
- Flexibility and variety
- Work that utilises their strengths

They are less likely to be motivated by money, but people who are not paid a fair wage for what they do will eventually feel that they are being undervalued or taken advantage of.

Motivation is helped if people understand their own strengths and have some self-awareness about how they work and interact with others.

There are a variety of personality type tests that help people understand themselves and others.

One of these is the [Gallup Clifton Strengths](#).

Happy = Productive

Research has shown that workplaces that have happy and motivated employees are more productive than those who don't.

Thinking about how we look after our employees is just as important for you as it is for them.

Think about what type of work environment or culture you want to provide for your staff and volunteers and work to cultivate it every day.

Just like a garden, staff need to be tended to regularly and nurtured!



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What's The Right Salary?

We only have anecdotal information about the pay range for Neighbourhood Support Area Coordinators. There are however, a number of wage surveys of the not-for-profit community sector in New Zealand and these would indicate that in 2018 the average pay for someone employed as a Community Outreach Coordinator is \$27.51 per hour, or an annual, full-time salary of \$45,781. In general, salaries and wages are influenced by your qualifications, experience and where you live, with people in Auckland and Wellington likely to earn more in recognition of the increased living costs. Many community organisations recognise that pay in our sector is not high, due to funding constraints, and so they look to provide other benefits, such as extra leave and flexible working hours.

Managing Performance

Clear communication, expectations and agreed outcomes all help employees to perform well. It is also important to provide regular feedback and recognition of a job well done.

Experts now agree it's more effective to give employees ongoing feedback, rather than to talk once or twice a year about how they've done over the past year. For this reason, many employers have switched from annual performance reviews to regular check-ins which focus on building future performance.

There are a range of tools and articles about managing performance, including [this one](#) from the Ministry of Business, Innovation and Employment which includes a worksheet for performance check-ins. You could also use the one we use at NSNZ National Office, Pathways Conversation Template, which is available on our Members' Toolkit.

Tips For Happier Staff

- **Listen to your team**

Are staff welcome to speak openly and share suggestions and concerns?
Are their ideas acted upon?

- **Communicate openly**

Staff want to feel like they are kept in the loop not left in the dark. Are all major updates announced to staff directly, rather than news travelling around second hand?

- **Create a friendly and positive environment**

A positive environment comes from everyone feeling accepted and included for who they are and the contribution they make. Make sure to celebrate successes along the way!