



Motivating human service staff: Supervisory strategies for maximizing work effort and work enjoyment

By Dennis H Reid, Marsha B Parsons



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This book presents practical strategies for motivating human service staff. Staff motivation is presented as a two-fold process for supervisors: (1) ensuring staff work proficiently and diligently and, (2) ensuring staff enjoy their work. Based on the authors' combined 65 years of supervisory experience and three decades of applied research on working with staff in human service agencies, tried and tested means of motivating staff are presented. Specific topics covered include efficient and enjoyable ways of training work skills to staff, making the overall work environment enjoyable for staff, how to monitor staff performance in ways that staff actually look forward to, pleasant and effective strategies for supporting desirable work performance, quick and acceptable ways to improve inadequate staff performance, and self-motivational techniques for supervisors to maintain their own work efforts and enjoyment. A special feature of the book is a summary of what over 1,000 working supervisors have reported to be the best ways to motivate staff (and what supervisory practices impede staff work diligence and enjoyment). Selected background readings are also provided to support the content of each chapter.

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Editorial Review

Review

"An excellent book . . . the authors' ability to present practical information is superb . . . a comprehensive and well organized contribution to the field". --Dr. Judy Johnson, Director of Babcock Center, Columbia, South Carolina

About the Author

Dennis Reid and Marsha Parsons have each worked as supervisors in the human services for over 30 years. They have published over 100 research articles and book chapters relating to staff performance in the human services. Their work has been recognized through awards from the American Association on Intellectual and Developmental Disabilities, the Association for Behavior Analysis International, and numerous state and local organizations.

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