

HOW TO MOTIVATE AND DISCIPLINE EMPLOYEES (ЯК МОТИВУВАТИ ТА ДИСЦИПЛІНУВАТИ ПРАЦІВНИКІВ)

Ніценко О.М., гр. МЕ-20м

Науковий керівник – доц. Борисова А.О.

Харківський державний університет харчування та торгівлі

Питання дисципліни на будь-якому підприємстві завжди було і залишається актуальним. У доповіді розглянуто питання підвищення рівня дисципліни працівників підприємств ресторанного господарства шляхом застосування мотиваційних технік і прийомів через заохочення або покарання.

Learning how to motivate and discipline employees can be tricky, but it doesn't have to be. Strong leadership requires clear and consistent engagement with employees. This goes for encouraging positive work behavior and with keeping employees in line. In fact, a Gallup research compiled a list of three types of employees: engaged, not-engaged and actively disengaged.

Engaged employees: Possess the drive to move the business forward and to work with purpose.

Not engaged employees: “Check out” at work and put little to no energy into their work.

Actively disengaged employees: Are problematic, cause drama and actively seek ways to undermine the accomplishments of engaged employees.

So what does this mean for your business?

Your leadership style, motivational techniques and disciplinary actions communicate the value you put into each employee's efforts. It continues the engagement cycle with the team and in the long run, it's the driver of success for your business.

Restaurant managers need to make their expectations very clear from the day an employee is hired. Managers should discuss all expectations for every job and every employee while on the business's property.

An employee manual or handbook should include these expectations and policies for every restaurant employee. When the expectations and rules are clear, rewarding and disciplining employees is easier and much more effective.