Motivation:

At my previous job, there was a time when a couple of people were laid off mid-project, and it really demotivated the rest of the team. Plus, there was an extra burden of work until new people were hired and trained.

I had a one-to-one meeting with each member of the team to fix the issue. This was not just so that they could let their frustrations out in a safe space, but also so I could pick their brain on what could be the best way to manage things.

Afterward, we had a collective meeting, and I put all the things I learned from them individually all in front of them. Together, the whole team brainstormed some solutions, made a time-effective game-plan.

Although the project got delayed more than the original plan, it went by very effectively. The team worked together in a healthier setting than they would have, and I felt that they were very enthusiastic after they had that brainstorming session together.

Empowerment:

I once had the option to give my team a long holiday weekend. I knew how hard my team was working, but we had an important project that we needed to finish by Monday. My first thought was to give them the long weekend to rest, but we would have had to rush to complete the work. This decision risked impacting productivity and the quality of our work. I then thought of not giving them the long weekend and encouraging them to keep working on schedule. This option would avoid pressuring them to rush but also risked them feeling overworked or underappreciated.

I ultimately decided not to grant the long weekend and emphasized the importance of completing the project. On that Friday, I ordered a catered lunch and offered to let them take a long weekend next week to thank them. I think this compromise showed that I cared about my team’s well-being but also valued their reputation for providing quality work on time.

Negotiations:

At my previous job, we received a project for developing a website for a client. The client provided us with a specific set of pages. Our developers and designers collaborated on the project and completed it within the deadline. We delivered the project to the client and their feedback was positive.

However, before signing off on the project, the customer expressed displeasure that the site was not ‘dynamic’ the way his competitors’ sites are. I immediately requested the customer to come in for a meeting.

I explained to him the scope of the project, including demonstrating how the project we delivered was in line with the original brief. The client agreed that the web pages did in fact reflect the sample themes he had shared originally.

I informed him that we can redo the design to meet his new requirements, for an extra fee. The client agreed and we were able to close the project on a positive note