

Part 5

Help the assistant succeed in their work

Job resources refer to factors that motivate the employee and promote smooth work, and also make meeting the demands of the work easier.

This is why it is important for you, as the employer, to notice and support the things that make the assistant's work meaningful and inspiring. Resources can include, for example, tasks that the assistant enjoys or situations where they feel they have succeeded. Clear tasks and assignments also support the job resources.

As the employer, you can strengthen job resources. Ask your assistant what motivates and inspires them in their work, how their work is going and in which areas the assistant might still require support or clarification. Job resources are also supported by good interaction and receiving support – getting feedback and praise is very important. When you focus more on these moments, the work feels more pleasant and the assistant's ability to cope improves.

The following are important for supporting smooth day-to-day work and job resources:

- A mutual understanding of the duties and ways of working
- Sufficient competence on the part of the employer and assistant
- Open and clear interaction
- Trust
- Common problem-solving ability

Good dialogue builds trust: Regular discussions support trust and make expectations clear. As the employer, you can impact how smooth day-to-day work is and support job resources by being active, helping your assistant succeed, asking whether they need additional guidance and by solving problems together.

Assigning tasks and providing guidance: Tasks should be assigned clearly, and the goals and success criteria should be communicated and planned together. The guidance should be individualised and support independent work.

Feedback is essential: Feedback is a prerequisite for smooth co-operation. Positive feedback motivates and builds trust, and it should be directed at the work performance, not at personal attributes.

Saying “thank you” is important: Saying “thank you” is an easy and effective way to show your appreciation and build trust. Thank the employee for both small and big things, especially for being flexible and doing a good job.