

# Motivation: employees can do more

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## Overview:

This program is designed to teach supervisors ways to define, maintain and reward employee motivation. We will outline the three key factors for sustaining motivation:

1) Recognition: recognizing employees for doing their jobs well by verbal or material rewards 2) Participation: involving employees in their work and giving them some responsibility for making decisions, and 3) Growth: giving staff the opportunity for personal development on the job such as the chance to acquire skills and knowledge. We will also outline the importance of maintenance factors -- how physical conditions, job security, and social relationships effect employee motivation.

## Learn:

After this training, you will understand the concept of motivation and its importance in employee production. By utilizing the techniques taught, you will be able to create a working environment that will address motivation as a valid means for organizational success and personal fulfillment.

## Objectives:

- ❖ Learn important techniques for upward management.
- ❖ Understand past, present, and future trends in employee behavior.
- ❖ Recognize why and where sub-performance begins.
- ❖ Develop and sustain a motivated staff through recognition, participation, and growth.
- ❖ Know how to transform marginal performers in productive contributors.
- ❖ Understand how your leadership style influences employee motivation.
- ❖ Realize how physical conditions, job security, and social relationships affect employee motivation.
- ❖ Learn how to offer criticism and ensure that it is heard.
- ❖ Become able to apply models and methods for measurable results.
- ❖ Translate what you have learned into action.

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# Outline:

## **Managing Upward**

- A. Employee Expectations For You And Their Job
- B. Why Changes In Employee Standards Require Responsive Management
- C. Modifying Yourself To Address The Needs Of Others
- D. Improving Productivity Through Positive Reinforcement
- E. Grooming Employees To Achieve More In Line With Job Goals
- F. Bottom-Up And Top-Down Delegation

## **Concepts And Trends**

- A. Creating Motivating Environments For Employees
- B. Motivators And Dissatisfiers
- C. Growth And Challenge Needs And Impact On Motivation
- D. Negative Reinforcement's Effect

## **Managing Marginal Performers**

- A. How, Why, And Where Sub-Performance Begins
- B. Identifying Marginal Performers
- C. Tools To Salvage / Transform Marginal Performers Into Productive Contributors

## **Distinctive Leadership**

- A. Assessing Your Leadership/Management Style
- B. How Your Leadership Style Affects Others
- C. Developing A Leadership Style That Works

## **Managing The Manager/Subordinate Relationship**

- A. The Nature Of Cooperation
- B. Creating And Building A Partnership Based On Trust
- C. Building Teamwork Through Recognition, Participation, And Growth
- D. The Classifications Of High Performers And Low Performers
- E. Employee Performance And Self-Fulfilling Prophecies

## **Performance Appraisals**

- A. Purpose, Use, Misuse Of Performance Appraisals
- B. Building People While Achieving Objectives
- C. Maximizing Personal Strengths
- D. Managing Performance As An On-Going Process

## **Criticism**

- A. How To Offer Constructive Criticism
- B. Counseling And Contracting For Change

## **Your Own Case Studies And Integration Session**

- A. Case Study Analysis
- B. Role Playing To Practice Prior To Implementation

## **Action Plans And Summary**