Are We Busting The Myth of Employee Motivation?

Presented by
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Director, Leadership & Management Programs
Who is LVP?

University of Wisconsin - Madison
Continuing Studies
--  Develop new programs and teach

Page Management Consulting
--  Consult: profit and non-profit
--  Facilitate: retreats, planning, meetings

Focus:
--  Leadership and management development
--  Team building and trust building
--  Communication skills
--  Conflict resolution
--  Mission / Ethics / Strategy

Education:
--  Master's, Management Development
--  Master's, Marketing
--  Bachelor's, Philosophy
--  For credit Certificate, Administration

Experience:
--  20+ years as independent consultant
--  Head of UW-Madison business counseling
--  EY-CPA; management consultant in Chicago
--  Personnel administrator
--  Media analyst
--  Northwestern Univ. course & faculty evaluation
Too often we let our thinking and our beliefs about what we "know" prevent us from seeing things as they really are.

...An open, "beginner's" mind allows us to be receptive to new possibilities and prevents us from getting stuck in the rut of our own expertise, which often thinks it knows more then it does.

-- Jon Kabat-Zinn
Topics to cover...
Motivation Myth #1

Having money for rewarding performance makes motivating easier.

$  !
Daniel H. Pink

Author

Daniel H. "Dan" Pink is the author of five books about business, work, and management that have sold two million copies worldwide and have been translated into 34 languages. Wikipedia

Born: 1964, United States of America

Education: Northwestern University, Yale University, Yale Law School, Bexley High School

Movies: A Whole New Mind

Books

Drive: The Surprising Truth About Work
2009

To Sell Is Human: The Surprising Truth About Moving Others
2012

A Whole New Mind: Why So Few People Can Think
2005

The Adventures of Johnny Bunko: A Road Movie About Work
2008

Free Agent Nation
2001
Motivation Myth #2

Employees who have high job satisfaction perform better.

Happy Camper
\[(M \times A) - B = P\]

Motivation times Ability minus Barriers equals Performance
Extrinsic

Intrinsic
Motivate by:

Removing barriers to performance.

... including ourselves.

I'll just look over your shoulder and make suggestions while you work.
What's wrong with this image?
Motivate by:

Set SMART goals, then go beyond "SMART."

Goal Setting & Keeping Score
Effective Goals

1.) Specific
2.) Measurable
3.) Achievable
4.) Relevant
5.) Timely
6.) Doesn't conflict with other goals
6a) Not too many
7.) Doesn't conflict with mission
8.) Written down
9.) Includes Feedback
10.) Reviewed regularly
11.) Not too easy
12.) Participatory
13.) Linked to rewards
14.) Public, Declared
From: The New Shop Floor Management
K. Suzuki
Motivate by:

Say Thank You more effectively.
Motivate by:

Hold coaching conversations masterfully.

\[(M \times A) - B = P\]

Analysis first
Motivate by:

Hold coaching conversations masterfully.

Sandwich Feedback Technique

No!
Motivate by:

Hold coaching conversations masterfully.
Listening Skills

**Attending**
1) A Posture of Involvement
2) Appropriate Body Motion
3) Eye Contact
4) Nondistracting Environment

**Following**
5) Door Openers
6) Minimal Encourages
7) Infrequent Questions
8) Attentive Silence

**Reflecting**
9) Paraphrasing
10) Reflecting Feelings
11) Reflecting Meanings
12) Summative Reflections
Motivate by:

"Enrich" their jobs.

Job Enrichment

1) Skill Variety
2) Task Identity
3) Task Significance
4) Autonomy
"The proper attitude for a man with a mickey mouse job is a mickey mouse attitude."

--- Frederick Herzberg
Motivate by:

Explore Rewards and Recognition that cost little or no money.
Motivate by:

Explore Rewards and Recognition that cost little or no money.

No!

“I didn’t get Employee of the Month or Employee of the Week, but I was fourth runner up for Employee of the Nanosecond.”
Motivate by:

Explore Rewards and Recognition that cost little or no money.

OUR NEW "RECOGNITION PROGRAM" ASSIGN THE NAMES OF PRECIOUS GEMS TO YOUR LEVELS OF PERFORMANCE.

THE HIGHEST LEVEL IS DIAMOND. YOU GET A NEW RING AT EACH LEVEL.

ARE YOU SURE TALC IS A PRECIOUS GEM?

I THINK I SAW IT SPARKLE.
A *reward* is something that is perceived as desirable by the recipient and is obtained as a result of some action.

--- Thomas McCoy
*Compensation and Motivation*
StrengthsFinder 2.0

Discover what makes you stand out.

The #1 Wall Street Journal and BusinessWeek bestseller that introduced StrengthsFinder 2.0

Find out more
Motivate by:

Match assigned work / projects to their strengths.
Motivate by:

Match assigned work / projects to their strengths AND share strengths information to build teamwork.
Fun forges cooperation quicker than any other human dynamic other than catastrophe.

--- Henry Donaghy, CEO
Donaghy Financial Services, NC
Learning for the mere sake of learning is sterile. For any kind of learning to have meaning, it must be used. Unused learning is fertilizer left in the sack.

Tom Hopkins
Thank You!!