



Managing & Motivating for Performance Course One day - Instructor-led

Introduction

This course combines theory with practical scenarios and exercises.

An emphasis is placed on realistic and practical tools to empower participants to apply what they have learned and to overcome barriers in the workplace. Participants will be provided with a confidential space to share experiences and ideas, and will also be assisted in producing their own plan for motivating and inspiring their workforce.

Course Objectives

- To appreciate the importance of personal growth
- To explore the theories of Motivation
- To explore your own motivation
- To explore different management styles and how they relate to motivation
- To gain competence in managing and motivating staff
- To become aware of importance of giving and receiving effective feedback

Course Content

- What is Motivation
- Signs of dissatisfaction
- Maslow's Hierarchy of needs
- Motivation in the workplace – expectations, respect and potential
- Hertzberg's motivators and dissatisfiers
- Motivation models at work

Motivation and reward

Supervision and delegation

Motivation and recognition

Using rewards (behavioural) and positive feedback to optimise performance

Reinforcing behaviours

Questioning behaviours

Managing poor performance in the workplace through effective feedback