

# MOTIVATION AT WORK

## INTRODUCTION

Motivation is the key to all success & job satisfaction.. Motivation is the power source, the force that drives employee behaviors and performances in organization. It is the hidden dynamo that keeps the individual and teams focused and on target no matter how many setbacks or deviations they may take. While different theories can be useful in helping people to understand human behavior and design effective organizations, the scope of this course is not large enough to explore many of them in-depth. Instead, this course will focus on learning about and applying a few major concepts, techniques and tips dealing with motivation at work. The goal is to answer some of these important questions:

- What motivates people to do their best work?
- What effect does the job itself have on motivation and performance?
- How to be self-motivated?
- How can leaders build commitment?
- What are the ways to get others motivated?

This training program focuses on the essential skills needed to lead others to be motivated. It includes discussions, individual exercises, lectures, role play and group work to give participants the best opportunities for learning not just what to do – but how to do it well.

## COURSE CONTENTS: (2-days Program)

1. Introduction:
  - Exercise 1: Ice breaker.
  - Definition of motivation
  - Misconceptions about motivation
  - Exercise 2: Motivating Others
  - Understanding Natural Law and Principles.
2. Self-Motivation:
  - Personal Needs Survey
  - Exercising our freedom of choice to be Proactive
  - Exercising our self-awareness
  - Ability Vs Willingness
  - Video: Self motivation
  - Case study 1
3. Motivation Theories:
  - Understanding motivation from researched work
  - Hawthorne Studies
  - Maslow hierarchy of needs
  - Herzberg motivators and hygiene factors
  - Expectancy & Equity
  - Positive and negative reinforcements.
4. Suggestions for Managers
  - Four Areas of Motivation
    - Provide for the Needs
    - Ensure Benefits are Motivating
    - What are your subordinates' Expectations?
    - Reinforcement : When?
5. Motivating Others
  - Exercise 3: Motivating Others
  - Motivation techniques & tips.
  - Top 10 Motivators
  - Staff Motivators Examples

- Ways to Motivate Others.
6. Exercises:
- Video
  - Role-play.
  - Games & Exercises
  - Assignments.

### **COURSE OBJECTIVES :**

At the end of the course, participants will..

- Understand the importance of motivation and its impact on workers' behavior, performance, and productivity.
- Recognize the power of choice and learn how to motivate yourself towards personal goals.
- Learn motivation theories.
- Learn motivation techniques & tips
- Learn how to create the environment and opportunities for others to be motivated
- Learn various ways to motivate others.

### **WHO SHOULD ATTEND:**

- Managers, Engineers, Executives, Supervisors, Team Leaders – those whose job involves supervising and coaching individuals or teams towards performance excellence.

### **ADMINISTRATIVE DETAILS**

Duration : 2 day

Time : 9.00am – 5.00pm

Venue : In-house or external training program

### **ABOUT THE TRAINER :**

**Nelson Kok** is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration (MBA) and a B.Sc (Hons) degree in Physics. He has more than 24 years of work experiences, of which 17 years are in Training & Development related field, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions.

He now served as an associate consultant and a freelance corporate trainer to several training providers in Malaysia, China, Singapore & Sudan Africa. He has conducted many training programs for both multinational and local companies. He also served as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), International Centre for Quality, Sudan. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *Performance Management System (PMS), Managerial Decisions & Business Modeling, Managerial Statistics, Effective Leadership Skills, Train-The-Trainer, Total Quality Management (TQM), Statistical Process Control (SPC), Quality Control Circles (QCC), Quality Improvements using 7QC Tools, 7 Steps Problem Solving, 5S Good Housekeeping, QIT, MRPII, ERP, Team Building Program, Effective Meetings Workshop, Effective Supervisory Skills, Communication and Leadership Skills, Problem Solving & Decision Making, Effective Time Management, Motivation At Work, Frontline Leadership Program, and 7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Management, Quality and IT tools and techniques