



MOTIVATING OTHERS

COURSE OVERVIEW

Motivation Defined: Learners share a time when they were highly motivated at work—why they were motivated and actions they took that reflected their motivation. A debrief ties the actions to organizational strategies. Learners discuss how to distinguish motivation issues from performance and training problems. The facilitator introduces the definition of “motivation others” and leads a discussion of three approaches—instilling fear, offering incentives, and sparking high energy (the focus of the course). The motivation model shows the three factors that lead to sustained energy—focused work, interpersonal support, and individual value. Learners identify a real motivation challenge they will examine near the end of the course.

Diagnosing and Building the Motivational Environment: The facilitator leads learners through a sample **Motivating Others Action Planner**, and introduces best practices for addressing the three motivation factors. In groups, learners choose best practices and plan actions to address the motivation issue in the video.

Diagnosing and Sparking Individual Motivators: The facilitator introduces the challenges of addressing motivation factors with respect to individuals, including preferences and perceptions. Continuing the case study, learners watch a video of three challenging situations focused on individuals. Working in groups, they complete the planner and use best practices to determine specific actions to boost the person’s motivation.

Next Steps: Referring to their own motivation challenges identified earlier, learners analyze the causes of the motivation problems. Working with a partner, they choose best practices and note specific actions for addressing the challenges. The facilitator leads a debrief, and—if necessary—the group brainstorms approaches to unresolved challenges. Key learning points are summarized.

