

Motivation & Setting Expectations

Situation:

"No matter how many ideas we try, it all comes back to people – their ideas, their motivation, their passion to win."

- Jack Welsh, General Electric

This program focuses on the nature of Motivation and Setting Expectations. It's no accident that these two topics are being presented together. In order to do one, you need to "influence" the other. Often managers seeking to motivate find their message is misconstrued or doesn't work. Why is this? Our intentions are of the best – and we all have a common goal to make the company succeed.

Learning Objectives/Outcomes:

In this lively 1 day session, participants will learn to:

- What motivation is and isn't
- How do you find out what motivates someone?
- What factors are the most important in anyone's job?
- The Motivation Curve
- Emotional Motivation as a Foundation
- Tactics and Tips – things to try with your people
- Setting Expectations that can be achieved
- The link between motivation and expectation

We will focus on what you can do as an individual manager to identify, diagnose, and increase motivational levels in your department or project team. The course is highly interactive and thought provoking. Be prepared for some lively discussion – and some tactical and usable techniques that you can begin to use right away.

Testimonials:

"There were many benefits from this interaction. Dramatic improvement in the coaching skills of the Inside Sales Supervisor - Lisa's ability to train and coach enabled him to be much more effective. My coaching was greatly improved... This (training) made a significant difference and improvement in the sales environment." - Mary Bartkiewicz, Inside Sales Manager, Secure Horizons, Tufts Health Plan for Seniors

Format:

One full day (w/2 breaks & lunch)

