

# MOTIVATION AT WORK

## INTRODUCTION

Motivation is the key to 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 the subject of motivation is so important, it is irony that many organizations do not officially train their employees on motivation, esp. those newly promoted managers or department heads who supervises others on a daily basis to work the best for the organization. The misconceptions most people made was that they can motivate others or managers put on the job will automatically learn how to motivate others. These misconceptions had led to many in the organization being de-motivated rather than motivated.

While different theories can be useful in helping people to understand human behavior and design effective organizations, the scope of this 1-day 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 at 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:

1. Introduction:
  - Exercise 1 : Ice breaker.
  - Definition of motivation
  - Misconceptions about motivation
  - Exercise 2 : Motivating Others
  - Understanding Natural Law and Principles.
2. Self-Motivation:
  - 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
  - Maslow hierarchy of needs
  - Hertzberg motivators and hygiene factors
  - Expectancy & Equity
  - Positive and negative reinforcements.
4. Motivating Others
  - Exercise 3: Motivating Others

- Manage agreements, not people
- Work as Game
- A.R.T of confrontation
- Tips for Supervisors

### **COURSE OBJECTIVES :**

At the end of the course, participants will..

- Understand the importance of motivation and its impact on workers' performance.
- Recognize the power of choice and learn how to motivate yourself towards personal goals.
- Learn motivation theories
- Learn how to create the environment and opportunities for employees to be motivated
- Learn motivational tips

### **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 : 1 day

Time : 9.00am – 5.00pm

Venue : In-house or external training program

### **TRAINER:**

**Nelson Kok** is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping*, *SPC*, *QCC*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *QIT*, *TQM*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory 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 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.