

7 Essentials for Tapping Inner Motivation

1. Set Clear Standards

Tell us what we are doing and why. Making standards clear and communicating what it means to be performing well increases the play motive. Think about how you can provide opportunities for growth on your team:

- **Gain:** Opportunity to Improve
- **Rewarding:** Opportunity to do something important
- **Ownership:** Opportunity to have responsibility
- **Work in community:** Opportunity to collaborate

2. Expect the Best

As leaders, if we expect people to be bored, sluggish and lazy, we will treat them that way and probably get that kind of behavior from them. If we expect them to be motivated, excited and interested in you and the project, you will treat them accordingly and probably find them to be excited and motivated.

3. Pay Attention

Listen to understand rather than listen to respond. People are more willing to follow someone they like and trust. Effective listening is difficult because each of us listens through a filter, such as our values, interests, beliefs, or experiences. Listen to not only the words being said, but the emotions and deeper meanings beneath the surface.

4. Provide Feedback

Feedback is neither negative nor positive, it is a form of communication. Four common types of feedback we see in organizations:

- **Silent** – no feedback from leaders due to geographical difference or wanting employees to be independent.
- **Negative** – when leaders aren't on board with a goal they've been given, complaints abound. Or leaders may tell people what they can't do but fail to tell them what they should do.
- **Positive, non-specific** – We can be vague, although good intentioned, when we say things like "good job" or "nice work." It isn't helpful or useful to the development of the individual.
- **Positive, specific** – This is the most effective type of feedback. This is where the leader provides specific examples of what someone did and why it was good or not good.

5. Personalize Recognition

Do you know how all of your team members prefer to be acknowledged and praised? Some appreciate public announcements, applause, and symbolic items like a plaque. Others may prefer something more private like a handwritten note. Others may like receiving a perk like extra time off or a gift card. Giving someone recognition in a way they don't enjoy can end up having no meaning or even be hurtful.

6. Celebrate Together

This doesn't have to be a well-planned, big, expensive affair. Spontaneous get-togethers. Five minutes at the end of a meeting. Events in and out of the office. It's a way of saying thanks and bringing people together. Be sure to always connect it back to the organizational values as to why the celebration is occurring.

7. Set the Example

Build credibility by doing what you say you will do. A leader has to set the example for others. Leadership is more than a position or title, or technical knowhow. It's about earning respect and loyalty by allowing themselves to care and show people that they care.



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