The Supervisor as Motivator

Presented by
Human Resource Services

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Objectives

1) Define motivation.

2) Explain the supervisor’s role in motivating others.

3) Identify the three determinants of behavior and your role in relationship to them.

4) Comment on the five levels in Maslow’s hierarchy of needs.

Objectives

5) Explain the essence of goal setting and regulation theories and tell how they are relevant to WSU’s culture.

6) Explain why giving deserved recognition and rewards to people who have earned them is important.

7) Demonstrate giving a deserved compliment.
Why is Motivation Important?

What is motivation?

Understanding Motivation

“Work motivation is a set of energetic forces that originate both within as well as beyond an individual’s being to initiate work behavior and to determine its direction, intensity and duration.”

(Pinder)
“An inclination to act”

Determinants of Behavior

- Ability
- Situational constraints and barriers
- Motivation

Relationship Among the Three

- Ability: What you can do
- Constraints: What you are allowed to do
- Motivation: What you will do
Your Role as a Supervisor

• Clearly communicate expectations
• Provide the necessary training
• Remove / minimize constraints
• Recognize positive behaviors

What “motivates” people?

Overview of Motivation Theories

• Seven categories of motivation theories
• See Reference Page for summaries and evaluations of the theories
Abraham Maslow

Needs Satisfaction Model

Physiological Needs
Safety, Security, Order
Social, Affection
Esteem, Status
Self-Actualization

Goal Setting and Self Regulation Theories

- Goals do two things:
  - Create “inclination to act”
  - Direct behavior
- Individual can monitor progress
- Organization can provide feedback

Two Universal Motivators

- MMFG AM
  Make me feel good about myself
- WII FM
  What is in it for me?
Individual Motivators

- Know your people
- Determine which “key” fits

Recognition and Rewards

Relevance

- Maslow’s Hierarchy of Needs
- Goal Setting Theory
- Two Universal Motivators
Remember that behavior that is rewarded is repeated

Ten Tips on Recognition and Rewards

1) Give deserved compliments
   - Sincere
   - Timely
   - Specific
   - Individual
   - Personal
   - Proportional
2) Lend an ear

3) Provide non verbal recognition

4) Apply the platinum rule.

5) Show them respect

6) Involve them in the business of the unit

7) Help them grow

8) Ask them what they think

9) Say “thank you”

10) Celebrate success together
• Re-enforce WSU’s values by recognizing those who demonstrate them

• Familiarize yourself with WSU’s Recognition Programs

Summary

• Your role as a supervisor

• Remember, behavior that is rewarded is repeated

Five Minute Follow Up
Resources

- Training - SkillSoft and HRS Training
- BPPM and WAC’s
- A/P Handbook and Faculty Manual
- Human Resource Services
  - Managers Toolkit – [www.hrs.wsu.edu](http://www.hrs.wsu.edu)

Questions can be directed to HRS at 335-4521, or hrs@wsu.edu