

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.

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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.

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Why is Motivation Important?

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What is motivation?

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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)

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"An inclination to act"

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Determinants of Behavior

- Ability
- Situational constraints and barriers
- Motivation

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Relationship Among the Three


- Ability: What you can do
- Constraints: What you are allowed to do
- Motivation: What you will do

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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

Needs Satisfaction Model

Abraham Maslow

The diagram shows a pyramid with five levels. From top to bottom, the levels are: Self-Actualization; Esteem, Status; Social, Affection; Safety, Security, Order; and Physiological Needs. Each level is represented by a blue box with white text.

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
- WIII FM
What is in it for me?

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Individual Motivators

- Know your people
- Determine which "key" fits

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Recognition and Rewards



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Relevance

- Maslow's Hierarchy of Needs
- Goal Setting Theory
- Two Universal Motivators

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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.

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5) Show them respect

6) Involve them in the business of the unit

7) Help them grow

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8) Ask them what they think

9) Say "thank you"

10) Celebrate success together

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- Re-enforce WSU's values by recognizing those who demonstrate them
- Familiarize yourself with WSU's Recognition Programs

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Summary

- Your role as a supervisor
- Remember, behavior that is rewarded is repeated

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Five Minute Follow Up

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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

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