Using Motivational Leadership to Extend Team Performance
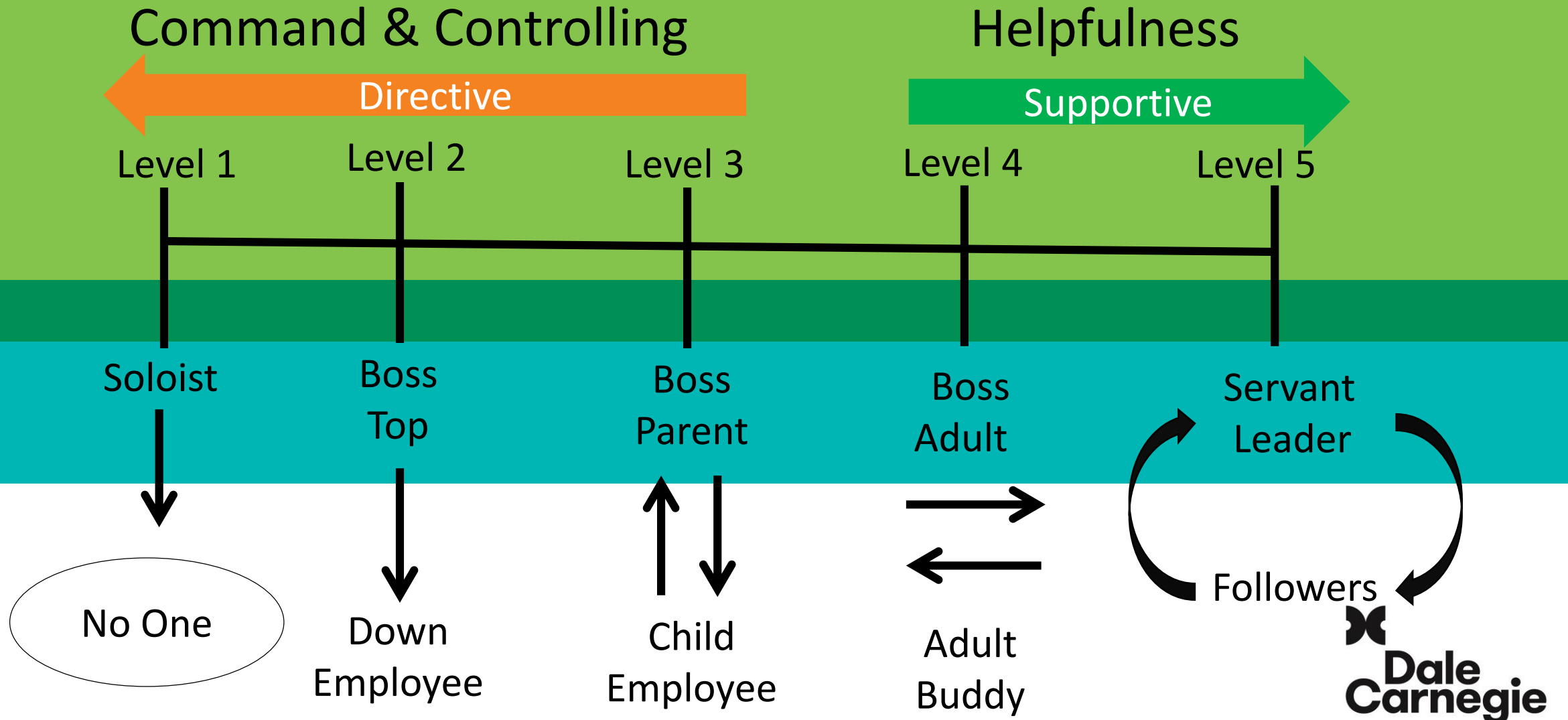
Dale Carnegie

Program Objectives

- Recognize the leader's role as motivator
- Develop greater awareness of the needs that drive people
- Recognize the relationship between expectations and motivation
- Align individual motivations with organizational goals

5 Levels of Leadership

Command & Controlling

Helpfulness

Directive

Supportive

Level 1   Level 2   Level 3   Level 4   Level 5

Soloist

Boss
Top

Boss
Parent

Boss
Adult

Servant
Leader

No One

Down
Employee

Child
Employee

Adult
Buddy

Followers

Dale
Carnegie

Environment of Motivation
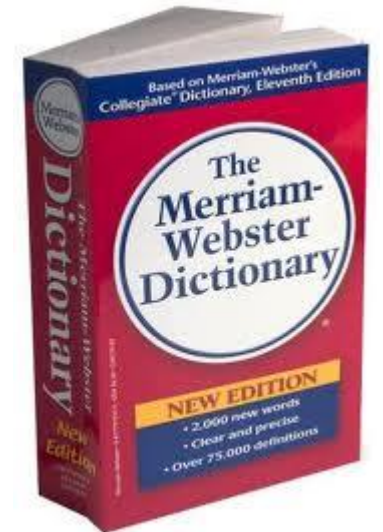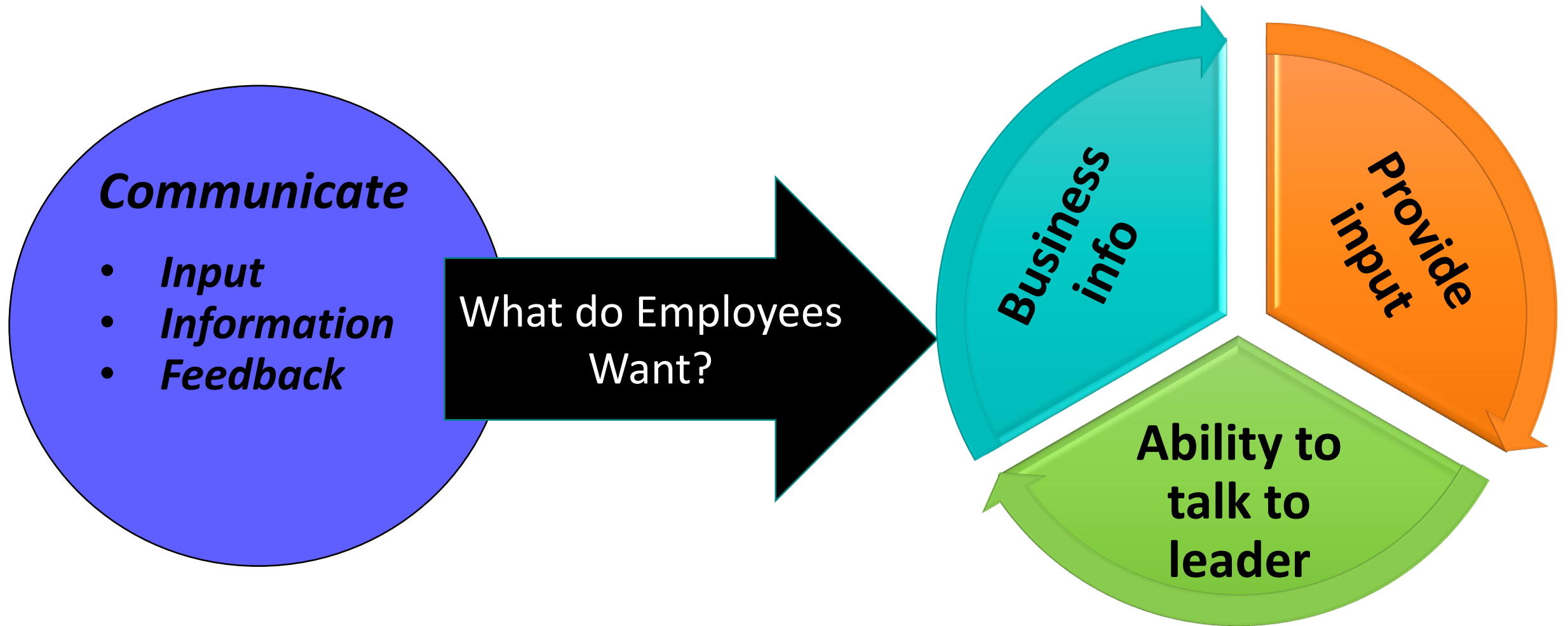
Environment of Motivation

Expectation (n) - anticipation of a result or outcome from ourselves or others

Accountability

- *Clear Expectations*
- *Manage Performance*

Environment of Motivation

Communicate
- *Input*
- *Information*
- *Feedback*

What do Employees Want?

Business info

Provide input

Ability to talk to leader

Dale Carnegie

Environment of Motivation

Know the Employee

- *Personal*
- *Professional*

Personal
- Family
- Hobbies
- Clubs
- Associations

Professional
- Experiences
- Background
- Career Aspirations
- Motivations

Dale Carnegie

Maslow's Hierarchy of Need

Seven Motivators

Adapted from *The Manager's Desk Reference*
- Cynthia Berryman-Fink and Charles B. Fink

Achievement
Gets satisfaction when able too exercise their talent to accomplish projects/goals

Affiliation
Enjoy people and will work best in groups or on teams.

Autonomy
Is a self starter who like to have the freedom to work independently

Esteem
Craves recognition and appreciation more than Most.

Safety/Security
Wants predictable work with little risk or uncertainty to assure steady income

Authority
Like to be in charge or have position of power or importance

Equity
Cares very much about being treated fairly; focuses on what other employees do/get

Dale Carnegie

What motivates You?

- Complete the handout
- Discuss your finding with the people sitting around you
- How does your individual motivation play out for you at work?

Dale Carnegie

What can you do?

1. Pay attention to which motivator people display
2. Make work assignments based on induvial motivations
3. Go ask what people want from their job/project/career
4. Help people get what they want

Dale Carnegie

THANK YOU!

YOU CAN HAVE EVERYTHING IN LIFE YOU WANT, IF YOU WILL JUST HELP ENOUGH OTHER PEOPLE GET WHAT THEY WANT.
-ZIG ZIGLAR