Employee Motivation and Engagement

ASFA

May 25, 2013
Topic of Discussions

- Definition of Motivation
- Cycles of Motivation
- Opportunities or Golden Nuggets
- Definition of Engagement
- How do we Engage Staff
- Misconception about Engagement
Warnings

♥ This will challenge how you currently think about employee engagement

♥ If you are not objective to possibly doing something different this might not be the session for you!
Defining Motivation

♥ Origin of Motivation

- Motive + ation

- **Motivation** is a *psychological* feature that arouses an organism to act towards a desired goal and elicits, controls, and sustains certain goal directed behaviors. It can be considered a driving force; a psychological drive that compels or reinforces an action toward a desired goal.

Dictionary. COM 2103
Things to Ponder about Engagement…Hmmm

♥ Can an employee be engaged and not embrace an organization’s mission?

♥ Are directors and managers caught up in their own belief systems to fully engage staff?
5 Ways to combat Natural Conflict

♥ Make a mistake….Accept Responsibility!

♥ Over Communicate

♥ Always Check for Understanding

♥ When your staff expresses a concern about another department….Drill down!
Things to Consider…
♥ Would it be acceptable for Blood Systems to pay at 12:03 a.m. every other Saturday?

♥ Would it be acceptable for a physician to give your love one 98% of the care they deserve?
Where Could it go Wrong

♥ Listeners vs. Messengers

♥ Intent of message vs. perception of Message
COMMUNICATE

♥ C-COME
♥ O-ON
♥ M - MISS/MISTER
♥ M - MAKE
♥ U-UNDERSTANDING
♥ N-NONE SENSE
♥ I-INFORMATION
♥ C-CLEAR
♥ A- AND
♥ T- TOLERABLE
♥ E- EVERYONE