

# Recognition and Motivation

## ONE-DAY COURSE FOR LEADERS AND TEAMS

For performance to be at its best, people need more than monetary reward. Appreciation that goes beyond a financial transaction is difficult to give, but vital to including the whole person, and thus to increasing the motivation of individuals and teams. When motivation is high, output increases, as people willingly go beyond themselves to meet their targets.

People rarely feel fully valued and appreciated for the work they do. This incurs real costs to businesses, which lose out on the added value they achieve from a highly motivated and engaged work-force.

### *This one-day course will increase your ability to:*

- Understand the link between recognition and motivation;
- Encourage work that contributes directly to performance;
- Give recognition to others in a way that is genuine;
- Appreciate staff members without being perceived as patronising;
- Be accurate and authentic in giving positive feedback;
- Create a safe environment for continuous learning.

### *Workshop Aims:*

- To explore genuine recognition as a key motivator for learning and performance;
- To develop ways of giving authentic recognition;
- To increase the motivation and output of individuals and teams.

### *Learning Objectives:*

- What holds people back from giving and receiving appreciation or thanks;
- How to let others know when they have added value to a project in a way that works for all parties;
- New ways of giving positive feedback that is accurate and authentic;
- The different impacts of honesty and praise;
- Tools to increase motivation and trust within a team;
- How to give genuine thanks to customers and partners to enhance working relationships.

### *For further details:*

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## What course delegates say...

*'This is far and away the best course we have done on the [training] programme.'*

*'[The course is] fun and interactive with an important take home message.'*

*'[The course] is very well organised and very helpful... It's an eye-opener.'*

*'I would recommend the course. Communication is something you think you know a lot about but there is always so much more to learn.'*

*'I actually enjoyed this a lot more than I thought I would! ... there is a large area where we think we know but actually we don't.'*

*'Very good, lively, entertaining, good quick pace. Not too much touchy-feely stuff and useless jargon.'*

*'The course improves one's understanding of others, and makes one a better team member.'*

*'[Your trainer] was a perfect instructor; I learned a lot about communication and teaching just by observing her.'*

### **Approach and Methods**

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role-plays. We avoid static presentations, preferring a more hands-on approach, which allows for increased interaction between trainer and delegates, and which encourages delegates to get to know each other in new ways. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first hand and embedded understanding of the processes of communication. The approach is strengths-based, drawing out and building upon delegates' current skills. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

### **Central Model**

The central model is an adaptation of *Nonviolent Communication*<sup>™</sup>, a process developed internationally in high conflict situations for mediation and reconciliation. This is now increasingly applied in businesses for developing communication skills. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, resolving difficulties and conflicts when they arise, and fostering an atmosphere of openness and trust between colleagues, partners and customers. This can radically increase the quality of working lives, and have a dramatic impact on teamwork, staff retention, and customer care.

