



## Motivating and Coaching for Optimal Performance

### Course overview

This course will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

### Learning Objectives

At the end of this workshop, you will be able to:

- Identify what motivation is
- Describe common motivational theories and how to apply them
- Learn when to use different kinds of motivators
- Create a motivational climate
- Design a motivating job

### Course Outline

- What is Motivation?
- Supervising and Motivation
- Why is Motivation Important?
- Identifying Motivators
- Motivational Theories
- Setting Goals
- Setting Goals with SPIRIT
- Goal Setting and Goal Getting!
- The Role of Values
- Work Values
- What Do We Value In Work?
- Bringing It All Together
- Creating a Motivational Climate
- Behavioral (Reinforcement) Theory
- Expectancy Theory
- McClelland's Needs Theory
- Applying Your Skills
- Situational Analysis
- Designing Motivating Jobs Designing MyJob
- Techniques for Job Design or Redesign
- A Motivational Checklist
- Defining Coaching and Mentoring
- Coaching and Mentoring
- Matching Mentors
- Defining Coaching
- Coaching Skills
- Coaching Assessment and Scoring
- Interpersonal Communication Skills
- What are Communication Skills?
- Getting Better with

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- Probing Techniques
- Active Listening
- Critical Coaching Skills
- Setting Goals with SPIRIT
- Learning Styles and Principles
- The Benefits/Consequences Matrix
- Skills Involved in Coaching
- The Coaching Model
- Giving Effective Feedback
- Coaching Problems and Solutions

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