



PROUDLY PRESENTS

Communicating and Motivating Workshop

What's in it for you?

In many motivational surveys conducted in all kinds of enterprises, inadequate, ineffective, tardy and incomplete communication are identified as one of the most important problems confronting the enterprise. Poor communication negatively affects morale, motivation, understanding, productivity and delivery.

This workshop will provide those who attend with a thorough understanding of the need for effective communication and how to attain it; resulting in significant improvements in morale, motivation, understanding, productivity and delivery.

Motivating

Motivating, like decision making and communicating, permeates absolutely everything we do in leading and managing. Demotivated and unmotivated people make it almost impossible for leaders to achieve their dreams. They are, for the leader, like dragging a huge weight around behind them which saps their energy making the days unpleasant and unproductive. Being surrounded by motivated people has exactly the opposite effect and the attainment of dreams becomes not only possible but even probable.

By the beginning of the second half of the last century, behavioural scientists had attained an in-depth understanding of motivating in leadership but, regrettably, leaders and managers in enterprises have, by and large, failed to implement their theories. This is evidenced particularly by the heavy reliance on primarily financial incentives to motivate people in many enterprises.

This workshop will give you and your people a clear understanding of established motivational theory and the means to implement it, with the probability of dramatic improvements in productivity and delivery.

Who should attend?

Anyone from top management, postgraduate level down to the lowest level of supervision, provided in the latter case that the work being supervised is fairly complex and requires quite highly experienced people to both perform and supervise it.

What are the objectives of the workshop?

- To create an understanding of the nature and importance of communicating in enterprises;
- to provide the means for participants to communicate effectively in their operations;
- to create the knowledge and enthusiasm in participants to motivate themselves and those around them;



Thus generating improved relationships, higher productivity and effective delivery.

Content

Communicating

- 👤 Why is communicating important?
- 👤 Openness – an absolutely essential element of effective communication.
- 👤 Openness does not mean that everyone has access to all or any information.
- 👤 Principles:
 - The Principle of Distance Deterioration.
 - The Principle of Reason, Emotions and Senses.
 - The Principle of the Other Person's Moccasins.
- 👤 Active Listening.
- 👤 Verbal and non-verbal communication.
- 👤 The importance of culture in communicating.
- 👤 The Briefing Group.
- 👤 The Town Hall Meeting.
- 👤 What to Communicate:
 - Information (facts, opinions and feelings) concerning what is going on in the environment in which the enterprise operates.
 - Information concerning what the enterprise and jobs within it are to achieve, how this will be done, and what has/is being attained. (For each individual this means: What do you want from me? How am I doing? What recognition will I receive?)
 - General chit chat, social intercourse, information of interest without specific relevance to intended or actual achievements, and any unclassified information requested by anyone in the enterprise, as long as they pay the cost, if significant.
- 👤 How to Conduct Effective Meetings
- 👤 Technique for Communicating:
 - Prepare.
 - Communicate.
 - Summarise.
 - Follow up.

Motivating

- 👤 Why is Motivating important?
- 👤 Three levels of Motivation:
 - Motivated.
 - Unmotivated.
 - Demotivated.
- 👤 Findings from behavioural science:
 - Abraham Maslow.



- Frederick Herzberg.
- Stanley Coppersmith.
- B. F. Skinner.

 Does money motivate?

 Team financial incentives.

 Principles:

- The principle of expectations.
- The principle of challenge.
- The principle of shared vision.
- The principle of power to the people.
- The principle of action and reaction.
- The principle of rewards.
- The principle of communication, participation, delegation and recognition.

 Carefully examine:

- Communication
- Participation
- Delegation
- Recognition

 A model for motivation.

 Technique for motivating.

 Action Plans

- What they are.
- How and when to write them.

 Self-evaluation

 Templates and examples

Each workshop includes the vital skill of Action Planning!

This workshop is one of the building blocks of the world-class

T³ Leadership/Management System

A fully integrated system to run any enterprise, including hard and soft skills.

General Information

Price: Prices to be provided on request

Duration: One day

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