

CHECKLIST

The Motivation Model

Step one. Expect the best from your people

- Believe people want to do a good job
- Tell people what is expected
- Have clear rules and procedures (but do not be bureaucratic)
- Set SMART objectives/targets
- Involve people in determining these
- Communicate
- Be flexible, recognising that people are different

Step two. Eliminate barriers to “being the best”

- Check out all the disincentives, remove/improve as appropriate
- Check out all the incentives, apply as appropriate
- Make work interesting, meaningful, valuable
- Ensure people have the appropriate resources to do the job as required

Step three. Encourage people to “be the best”

- Recognise good work
- Give feedback
- Be accessible, ask and listen for feedback
- Reward with good pay, promotions, personal loyalty