

# Diploma in Leadership and Management

## Lesson 4

Learn to Motivate and  
Inspire others.





Learn to motivate and inspire others

## Learn to motivate and inspire others



Why leaders inspire.



Building relationships and trust



Engagement is key to development and growth



## Pillar 1: Why leaders Inspire

“

"If you can't influence people, then they will not follow you. And if people won't follow, you are not a leader."

”

John C Maxwell



Learn to motivate and inspire others

## Why leaders inspire?



### Boss signifies “power”

- Too many bosses not enough leaders.
- The title of “boss” only signifies power over others.!



### The Leaders Job

- Inspire people to work together in the service of something greater than themselves.
- Inspire your team through your actions and words to believe in a common vision.



### The Leaders Mark

- The ability to encourage employee commitment and engagement.
- People cooperate at a higher level when they share commitment.



Learn to motivate and inspire others

## How leaders inspire?



- Effective leaders are beacons of positivity.
- Inspiring leaders are grateful to their team.
- Leaders articulate a vision for the future that inspires.
- Leaders listen.
- Leaders communicate, communicate, communicate,
- Leaders gain trust.



Learn to motivate and inspire others

# What the difference between motivation and inspiration?

## Motivation

- Short term action motivated by inciting incident
- They tend to wane when “life’s issues” materialise.
- Dependent on feelings, looking for the next high.
- Motivation will always first ask “how?” or “what?”.



## Inspiration

- Inspiration evolves around a vision for what you want the end goal to look like.
- It pulls and draws you towards a future you want.
- Inspiration will always come back to questions that first ask “who?” or “why?”.

“Inspired employees are more than twice as productive as satisfied employees”, Bain & Economist Intelligence Unit 2016.



Learn to motivate and inspire others

# How do you inspire your team?

## Collaborate

- Share the load.
- Redistribute responsibility



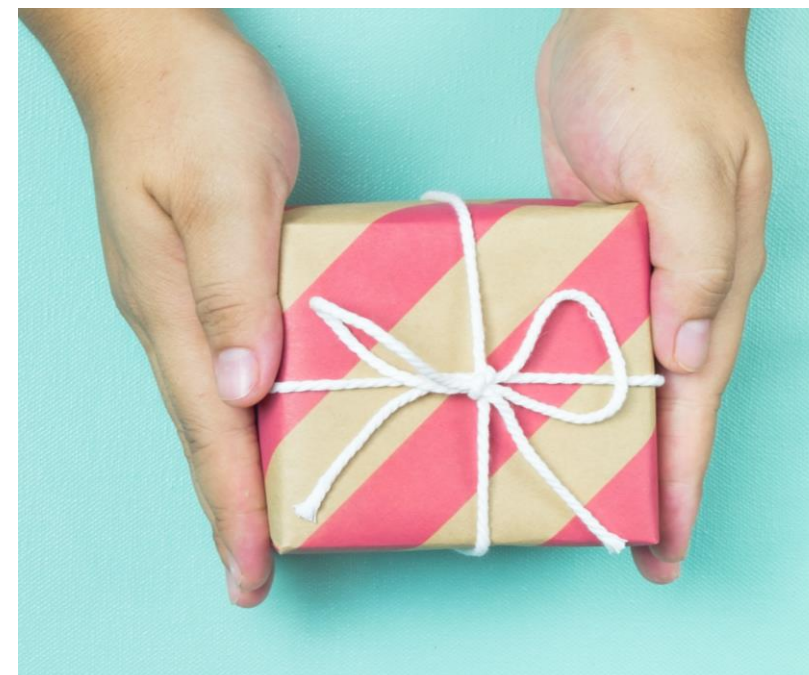
## Boost morale

- Be kind and compassionate,
- Treat others with respect,



## Rewards

- Team will notice inequities.
- Don't just recognise the top performers



## Connect

- Have you found your purpose?
- Communicate your vision and values





Learn to motivate and inspire others

# How do you inspire your team to greatness?

## Focus on the why. What's your purpose?

Remind your team that all of their hard work really makes a difference. You will inspire your team each time you remind them of the company's purpose.

## Be open and respectful and personable

The days of the boss from hell are over. Be personable and show respect. Practice what you preach and follow through on agreed actions.

## Take a step back and let them discover their potential

Don't stand over their shoulders. Show them you trust them and that you're there for them when they need it.

## Find out the team needs

Listen and identify ways to make it happen. Be decisive and the team will learn to also articulate their needs and help with decision-making.





The upside of living the values and diminishing the paper cuts is that it allows the employees to have a direct line of sight to their leaders' authenticity and commitment.

## **Pillar 2: Building relationships and trust**

“When people honour each other, there is a trust established that leads to synergy, interdependence, and deep respect. Both parties make decisions and choices based on what is right, what is best, what is valued most highly.”

Blaine Lee



Importance of relationships and trust

## What builds trust?

1. Living your values and purpose.
2. What leaders allocate attention and resources to.
3. Not taking time to build relationships.
4. Pay attention to the emerging culture that's being built.





## Trust is getting the environment right

Sense of wellbeing at work can be attributed to trust.

Unfortunately, it's very difficult to restore trust once its broken.

Trust-breaking behaviours occur on a daily basis and are committed by everyone, at every level of responsibility, and within every form of professional relationship.

*Do you experience others breaking your trust in these ways?*

- Covering up mistakes
- Gossiping
- Hoarding information
- Leaking confidential information
- Micro-managing
- Sending mixed messages
- Shooting the messenger
- Shutting down others' ideas
- Taking credit for others' work
- Throwing others under the bus



Building trust and relationships

# Trust is about relationships

## Provide opportunities

Building mutual respect is essential for growing relationships. Leaders need to provide opportunities for teams to get to know you.

## Take the time

Be willing to share experiences, ideas, points of view and simply learn more about each other's story

Be authentic

Mutual respect

Networks

It's personal

Green space

## I've got your back

Be who you are and accept others as they are.. Let people know that you have their back as a way of showing loyalty to them.

## Collaboration

Leaders help introduce new team members to a wider network. Collaborative work is now to be fore.

## Step away

Leaders recognize that teams need space form operational routine to work things out



Your great Subtitle in this line

# How to build team relationships.

## Leader

- Communicate what you expect each team member to accomplish. Build on their strengths.
- Demonstrate to your team that you are accountable to them.
- Recognize the work your team accomplishes.
- Be positive.
- Give the team some insight to what makes you tick. Some personal insight.



## Team

- Encouraging team members to recognize each other's strengths.
- Ensure team members share a concern with you, take steps to resolve the issue as quickly as possible.
- At team meetings build in time to share personal stories.
- Ensure the team know how to recognize performance. Get them to also celebrate milestones.



Trust is the foundation upon which relationships in every setting are built

## Have you the trust of your team?

### Reliance

When there's trust in a relationship, a tremendous reliance is formed between both parties.

### Risk Taking

Only when people have something to lose does trust have meaning.



### Sharing

Collaborative teamwork displays information sharing. The solution resides in the team.

### Learn from mistakes

Mistakes are accepted as a culture of risk and innovation take hold. As team performance improves leaders recognize failing as an opportunity to learn.



Engagement is about getting to know your employees

## Pillar 3: Engagement is key to development and growth

When there is a genuine vision, people excel and learn, not because they are told to, but because they want to.

Peter Senge





**The definition of employee engagement is the “emotional commitment” they have towards the company, the company’s values and their mission, and are able at the same time to enhance their own sense of well-being.**



## Why we don't engage: what you see is only half the picture



- We rarely show the full extent of our selves at work.
- Managers and colleagues only see 10% of what motivates us.
- What's on display at work is our behaviour and how we respond to our environment and surroundings.
- We rarely see out to identify each others skills sets and capabilities.
- We tend to hold back sharing our beliefs and value systems until we are sure that they will be accepted.
- We cannot determine each persons sense of self, what they identify with until they are ready to do so.
- A person's personal mission/vision is life will only be known when a level of trust is built that enables the employee to share.
- Challenge for leaders is to engage more and get to know their people.



Getting to know your employees

## Reasons to up our engagement



Research by CultureAmp finds that development opportunities and leadership have 3-4X greater impact on retention.

### Glassdoor

- Employees now share across the globe their thoughts on the workplace environment they work in.

### Don't think holistically

- Lack of investment in our people and talent mobility.

### Transition

- Companies going through transitions from recession: leadership and management haven't engaged with their people and they don't feel secure..

### Annual Surveys

- They're not real time. They don't consider all workplace related issues which drive employee commitment.

### Disconnect on values

- We communicate a mission and values, but don't train managers and leaders to live these values.

### Non-inclusive culture

- Companies who are not inclusive fail to attract and retain diverse talent.

2014 Deloitte Global Human Capital Trends research, 78% of business leaders rate retention and engagement urgent or important.



Getting to know your employees

# How to improve your levels of engagement

## Help me commit

- I am part of a vision I can relate to.
- Provide opportunities to contribute and innovate.

## Re-design work

- Re-design jobs, develop their people.
- Change the work environment.

## New measurements around happiness

- Measure happiness, alignment and job satisfaction in real-time.

## Alignment

- How well employees know the values and mission of the company, and if they align themselves with those values.

## Recruit for culture and fit

- Companies are now making that people are screened for culture and job fit.

## Re-define values

- Notice the shift in companies who are re-defining their values to emphasize their purpose. Pharma moving into “health and wellness”.

## Personal growth

- How much autonomy do employees have? If they’re improving their skills they can contribute more to getting better at their job,

## Recognition

- Are employees being recognized for their hard work? This covers both the quality and the frequency of recognition that employees receive and give each other.



What you can do to help keep the team and attract new talent.

## Time to invest in your people



### Be transparent

- Operating behind closed doors leads to distrust and restlessness. Be as open and **transparent** as possible, and your team will feel included and valued.

### Invest time

- Take **time** to work individual development plans (IDP).
- Don't leave it solely to the employee.

### Coach more

- Coaching programs help you **develop** high-potential employees into leaders to ensure a solid talent pipeline of executives.

### Be flexible

- Working from home, versatile hours, hot desks, and relaxed dress code are a few options talent look for. **Talk with your team.**

### Succession plans

- Provide a clear **progression plan** and managers work them to develop the skills needed. .

### Leadership training

- Employees leave businesses because of their manager. Inspirational, motivating and engaging leaders are important for attracting and **retaining** talent.



Leaders are continuously learning

## Grow yourself



- Leaders are always **learning** about leading. They desire growth.
- Leaders look to **feedback** to develop. They do not fear feedback.
- Leaders look to **experience**. The best ones surround themselves with smart people.
- Leaders take time to **invest** in others to help reinforce leadership principles.
- Leaders focus on improving strengths and **minimise** weakness.
- Leaders want to **improve** all around them. They set high standards for their team, processes, and themselves.
- Leaders accept that mistakes will be made. But they learn from them. Leadership seeks to help others to **fail quickly** and move on.

*Leaders develop a personal leadership system*



## Learn how to motivate and inspire others

### 1. Importance of motivation and inspiration

### 2. Building Relationships and Trust

### 3. Engagement is key to growth and development

- Congratulations, you have now learnt how leaders motivate and inspire.
- Attend all of the lessons live to ask Questions in real time and benefit the most
- We're here to help, so contact us anytime!



## Lesson 4 Summary





# Your Next Lesson

## Lesson 4

### Coaching for Success

- The next session is “Coaching for Success”.
- We look at:
  - Coaching for performance.
  - Rewarding performance
  - Performance reviews
  - Leaders identify and develop talent
- Attend all of the lessons LIVE and your knowledge will grow
- Shaw Academy 12 Month Membership Prize during Lesson 6
- Get your Tool Kit for completing each lesson



# QUESTION TIME

See you back for the next lesson  
“Coaching for Success”.



[www.facebook.com/shawacademy](https://www.facebook.com/shawacademy)



[@shawacademy](https://twitter.com/shawacademy)