

UNIT-3 MOTIVATIONAL SKILLS

Motivation :- it is majorly an internal process which can be defined as a need or desire towards a change, either in self or environment.

It is a process that initiates, guides and maintains goal oriented behaviours. It involves biological, social, emotional and cognitive forces that activate behaviour. It is the driving force behind human behaviour.

Motivation is the core to being successful as it drives passion, gives joy when goals are met and gives optimism in the face of failure.

TYPES OF MOTIVATION :-

There are many types of motivation that exists in one's lives but the two major types of motivation are →

a) Intrinsic Motivation : These are those that arise from within the individual for personal gratification or accomplishment. Intrinsic motivation makes us do things because we want to and not because we have to. Examples include exploring opportunities for personal development for the satisfaction of being competent in a task.

b) Extrinsic Motivation : These are those that arise from outside of the individual and often involves rewards like praise, money etc. When an individual is motivated to perform or learn something based on a highly considered outcome rather than personal fulfillment, it is extrinsic motivation.

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Examples include working overtime in order to receive monetary & bonus etc.

SOURCES OF MOTIVATION :-

Since every individual is unique, their sources of deriving motivation from also differs. However, in general, there are some common areas from where people acquire their motivation →

- a) **Initiative** : it is the ability of an individual to take advantage of opportunity when they arise. It allows an individual to take the first step. Initiative therefore, is a combination of courage and risk management. Taking
- b) **Willingness to work** : it is defined as doing something freely and voluntarily. It is the desire of an individual to make an effort in one's work. Without a central desire, the outcome of any work might not be satisfactory.
- c) **Eagerness to take on work** : the enthusiasm to do anything is referred to as eagerness. This enthusiasm allows an individual to devote their complete commitment towards the purpose and successful completion of any work.
- d) **Learning Ability** : Learning is self initiated but must be aided by motives so that the learner will persist in the learning activity. Motivation can be achieved by utilising relevant knowledge gained through the process of learning.

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6) Maintaining a positive self image: every individual wants to be liked and therefore continuously tries to do only positive things which will lead to a positive impression being created. People are motivated to be perceived favourably as our personality is viewed by our actions.

7) Going extra miles: when someone is willing to make extra efforts to achieve something, it is called going extra miles. This leads to an individual actively involving themselves in work to achieve success. Going the extra miles is a voluntary action.

8) Curiosity: human beings are hardwired with the desire to learn and explore the world. Curiosity is viewed as arising when attention becomes focussed on a gap in one's knowledge. Curiosity motivates an individual to obtain knowledge that was missing to reduce the feeling of deprivation.

TECHNIQUES TO MOTIVATE OTHERS:-

In the professional world, in order to maximise healthy output, people should be able to use resources to motivate others and inspire them to perform at high level.

1) One on one correspondence: people thrive when they strengthen relationships with people by spending more individual time with them. To listen to their suggestions, ideas and problems. This allows for more clear and transparent comm. b/w people.

2) Understanding: understanding another person's motivation includes what they are not deliberately sharing which might

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be unconsciously influencing their actions. It is imp. to understand and empathize with others to offer them the right kind of support that will benefit them.

3) **Praise and Compliment**: most individuals will be motivated to perform better if others praise and commend them often. Any individual benefits greatly from compliments but the way in which they are delivered is also imp. Only genuine achievements should be praised and compliments given should be sincere as empty words have no meaning.

4) **Individual Motivation**: each individual is fueled by their desire towards anything which is usually driven by an individual's need to do something for themselves. Using this intrinsic motivation, one can motivate others to push themselves.

5) **Goal setting**: goals indicate and give directions to an employee about what needs to be done and how much efforts are required to be put in. Goals provide a motive in one's life and motivates motivation.

6) **Facilitating active involvement**: effective facilitators are adept at creating a safe environment for others to express themselves. They know how to efficiently guide the comm. and motivate others to be an active participant.

7) **Trust in the working hands**: fostering mutual trust among people enables individuals to enjoy a culture of honesty, psychological safety and mutual respect. It also means being able to push people towards their goals and also holding them accountable to maintain the standard of quality.