

Motivation & Delegation Skills

Facilitator: Debra Parsons

Domestics and Introductions



Intended Learning Outcomes

By the end of this session, you will be able to:

- Understand the science of motivation (what motivates you and people around you)
- Use techniques to build motivational drivers into everyday tasks
- Understand how valuing personal preferences and viewpoints can contribute to a more effective motivation and delegation strategy

Working together

Interactive

Safe space

Breaks

Feedback

The pre task

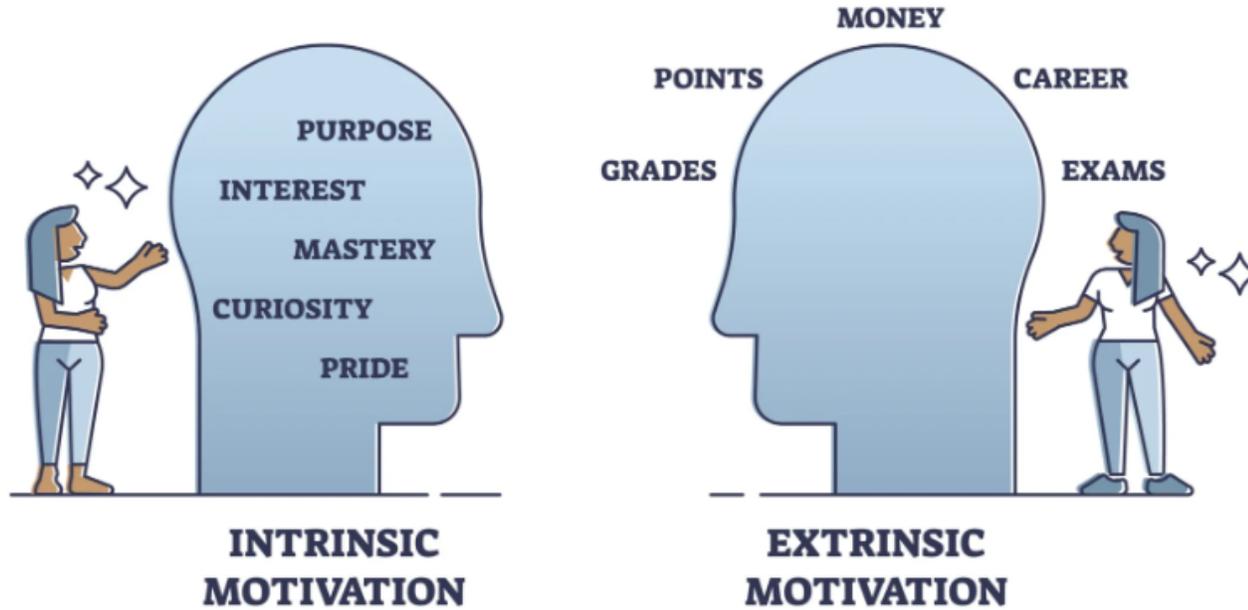
Think about what motivates you in life. Think about your hobbies too. Why do you like them?

Think about one thing you avoid at work (or try to avoid as much as you can). What don't you like about it?

MOTIVATION



Intrinsic or extrinsic



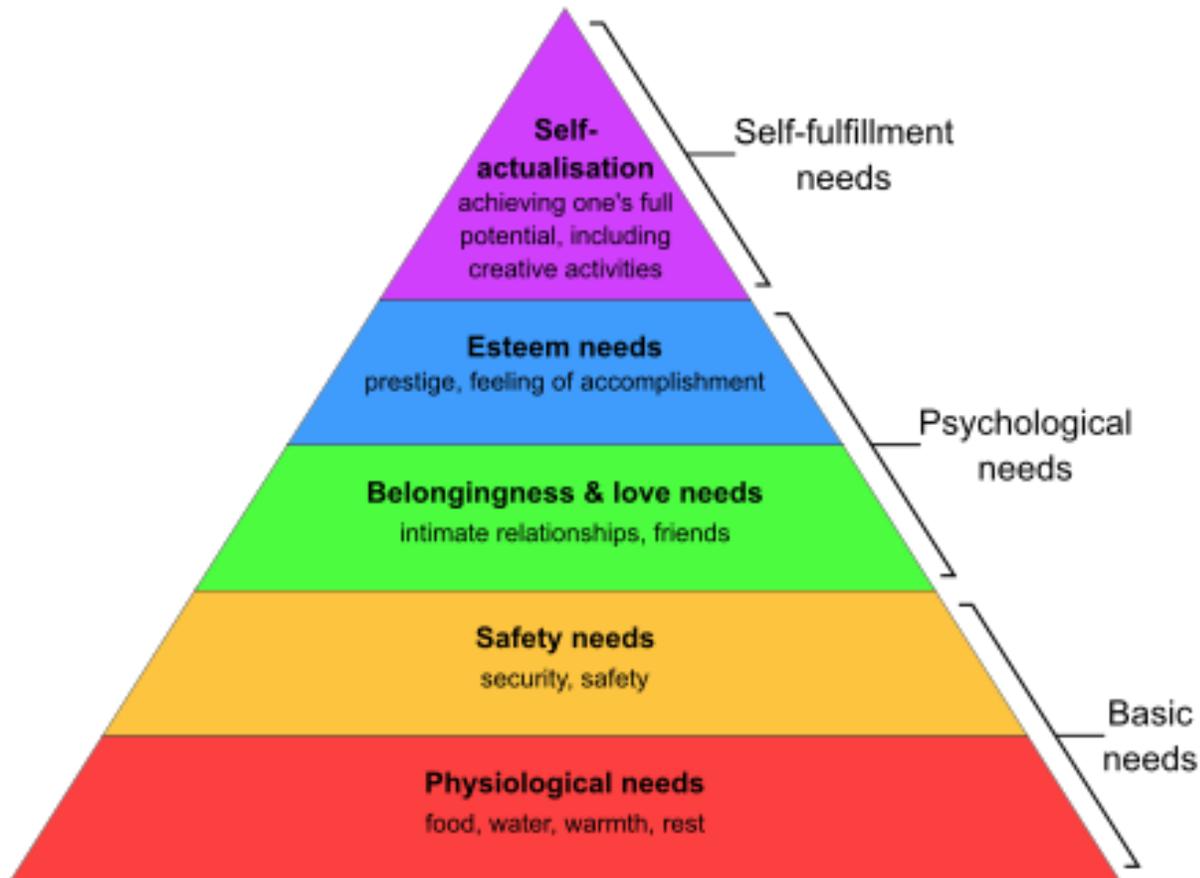
Motivation factors

motivators

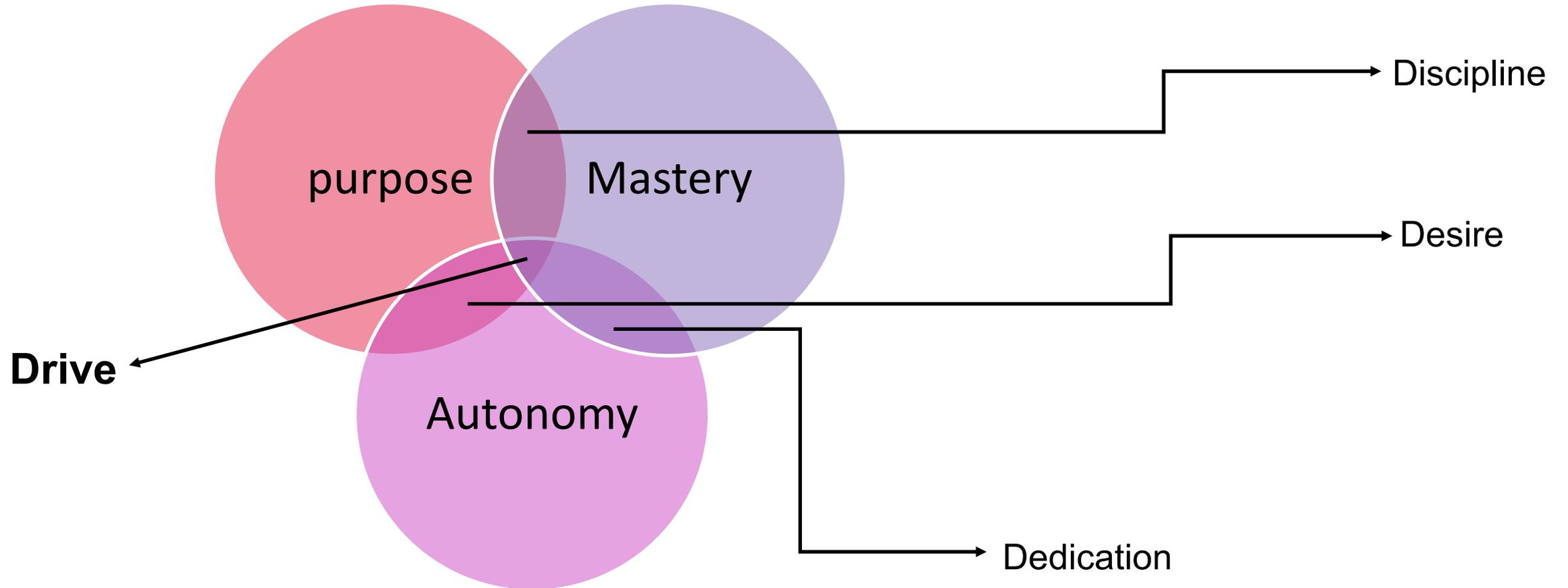
hygiene factors



Motivation factors Maslow's Hierarchy of Needs



Truth about motivation



Truth about motivation

TED Ideas worth spreading



The puzzle of motivation

29,823,371 views | Dan Pink | TEDGlobal 2009 • July 2009



Truth about motivation – putting this into action

- Autonomy – empowerment and reduce micromanagement
- Mastery – encourage continuous learning and set challenging but achievable goals
- Purpose – connect work to a larger goal and recognize and celebrate contributions

Discuss what this would look like in your teams?

Motivation and team success

- Communicate openly and honestly.
- Be an inspiration.
- Seek involvement and gain buy-in.
- Boost team morale.
- Help team members to grow and develop.
- Offer praise and celebrate success.
- Identify individual drivers for motivation.



Praise & celebrate

- Make it personal, in real time.
- *“Do unto others only as they would like to be done unto.”*
- Don’t be afraid to praise imperfection.
- Remember gratitude.

What we reward with praise is
what others will aspire to
achieve. What we celebrate is
what we will receive.

Keith Ferrazzi, Leading without Authority

Delegation



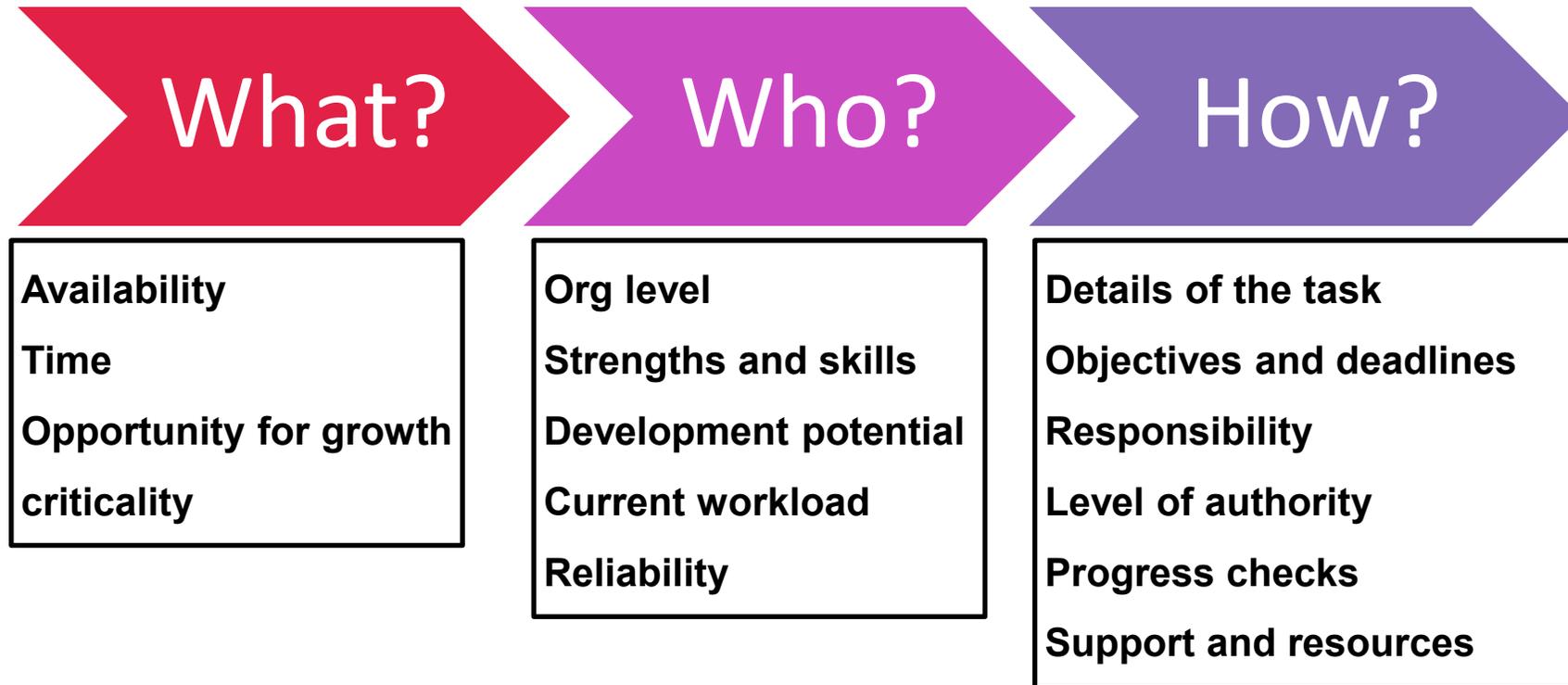
! DELEGATE !

What does
delegation mean?

Delegation

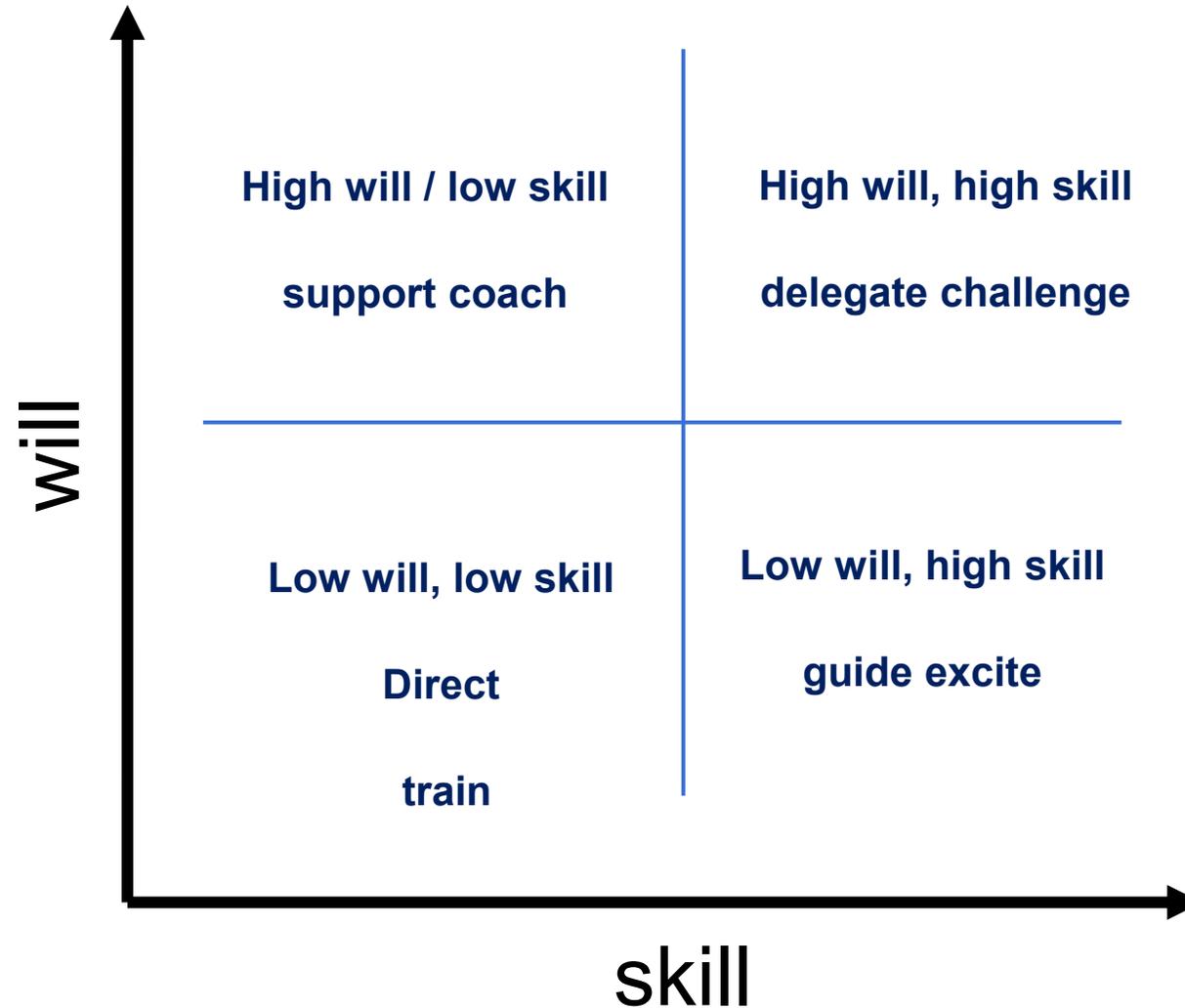
The process of **entrusting** tasks and responsibilities to team members, **empowering** them to contribute meaningfully to the overall success of the organisation .. not just assigning tasks, but also providing the **necessary authority and resources**, ensuring clear communication and fostering trust and accountability.

Delegation



**Don't forget
to say thank
you!**

The skills-will matrix



Be mindful of the Dunning-Kruger Effect.

Delegation- AAR

After Action Review

25%

- What did we set out to do?
- What actually happened?

25%

- Why did it happen?

- What are we going to do next time? 50%

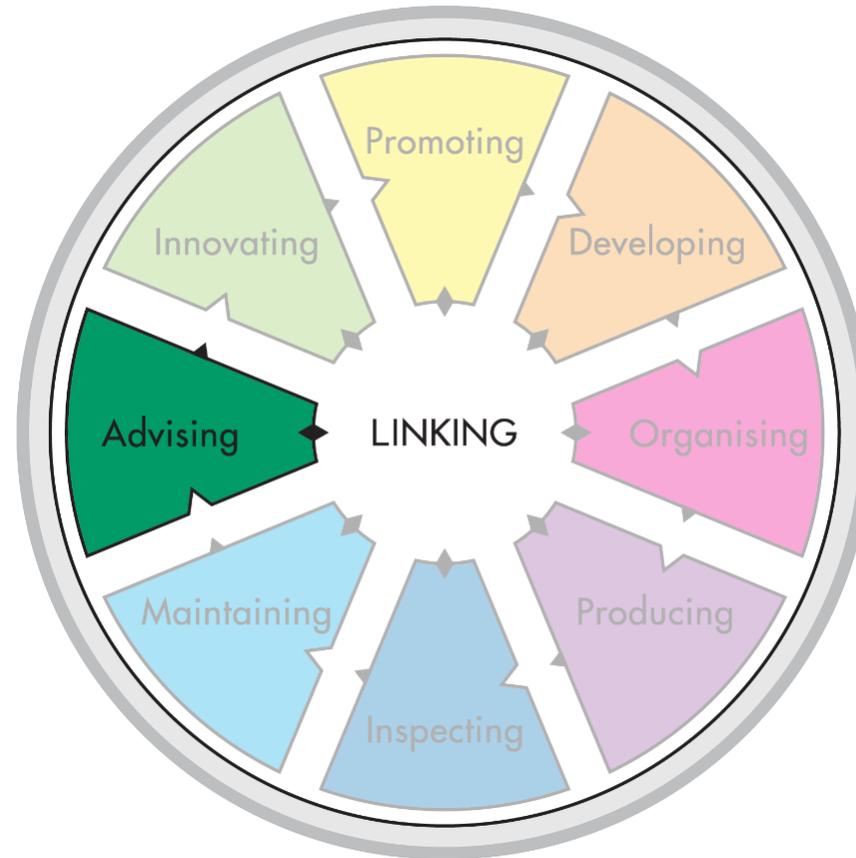
The Types of Work Wheel

Work preferences,
motivation and
delegation



Advising

Gathering and reporting information



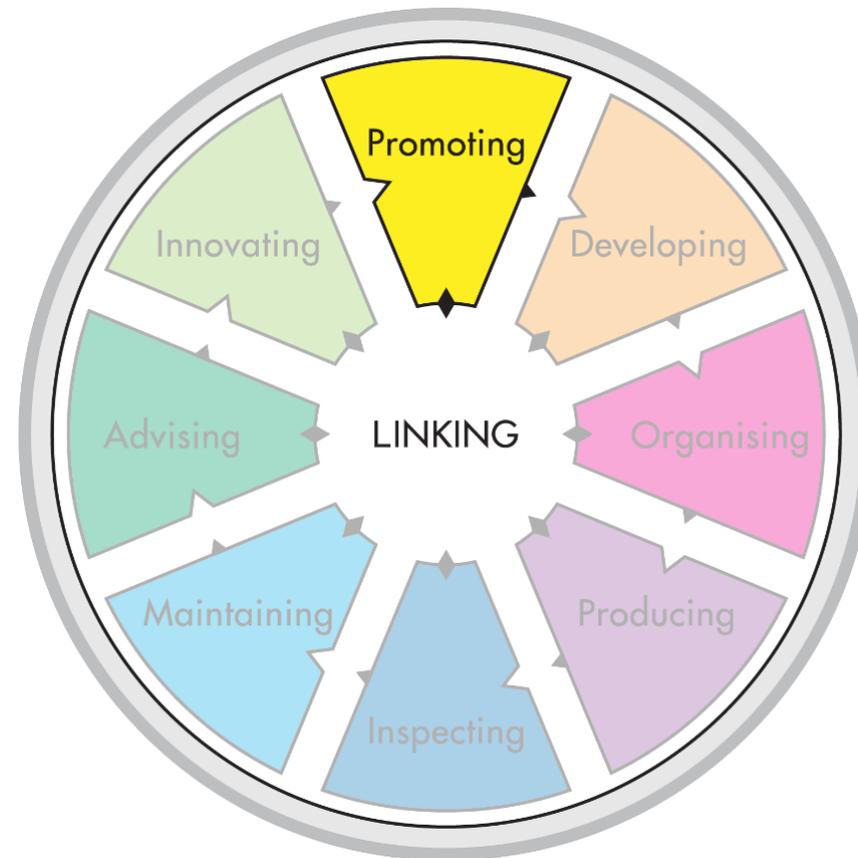
Innovating

Creating and experimenting with ideas



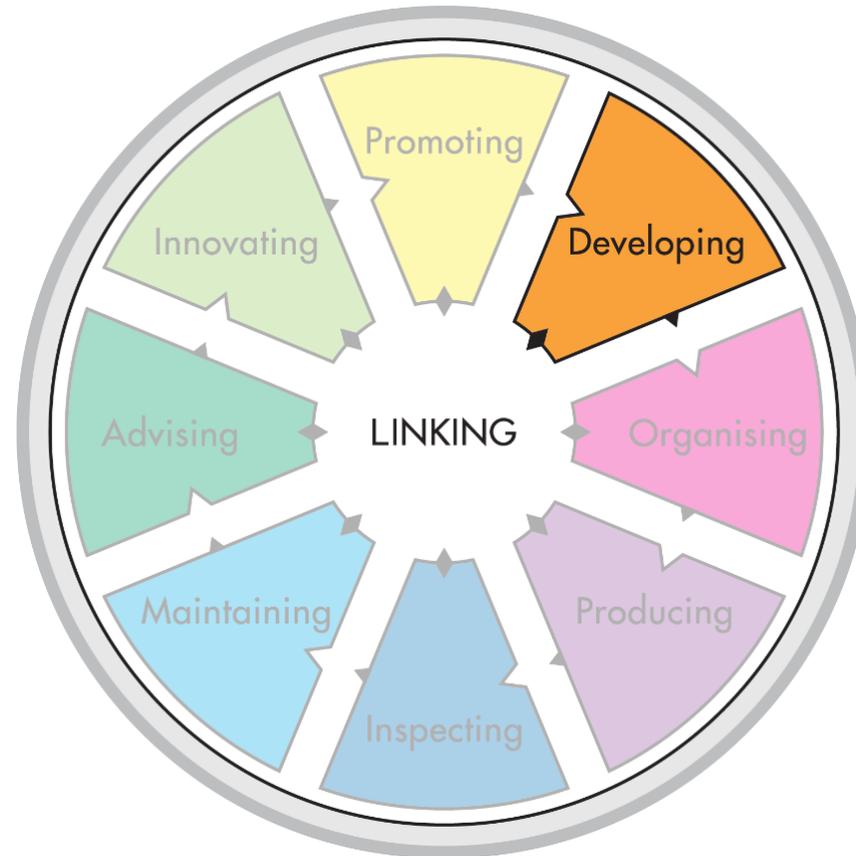
Promoting

Exploring and presenting opportunities



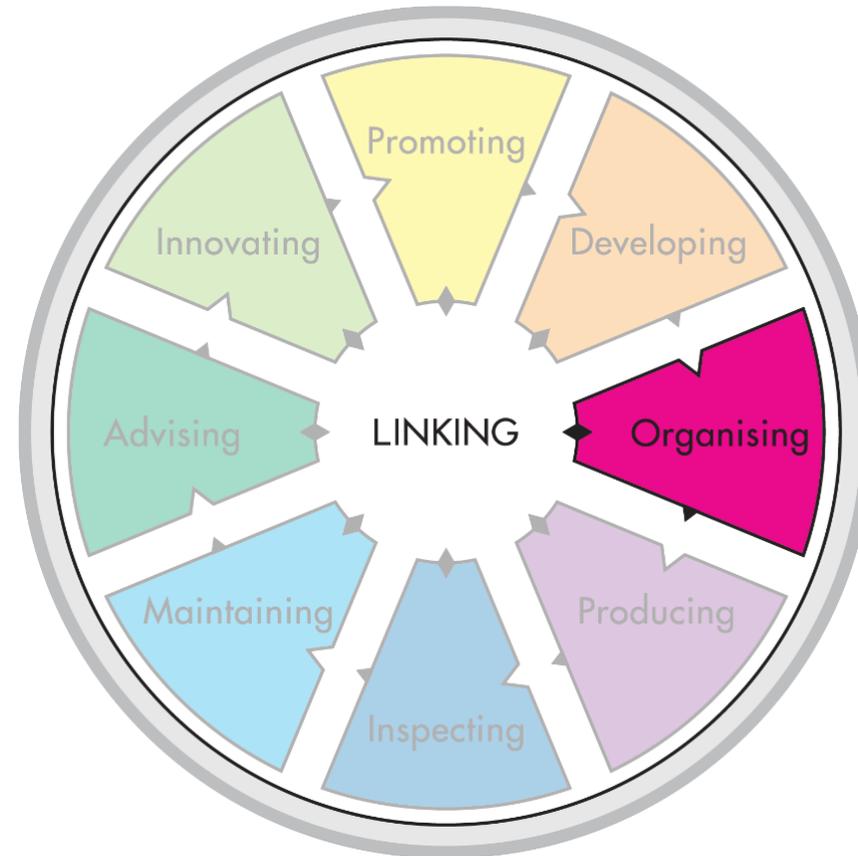
Developing

Assessing and testing the applicability of new approaches



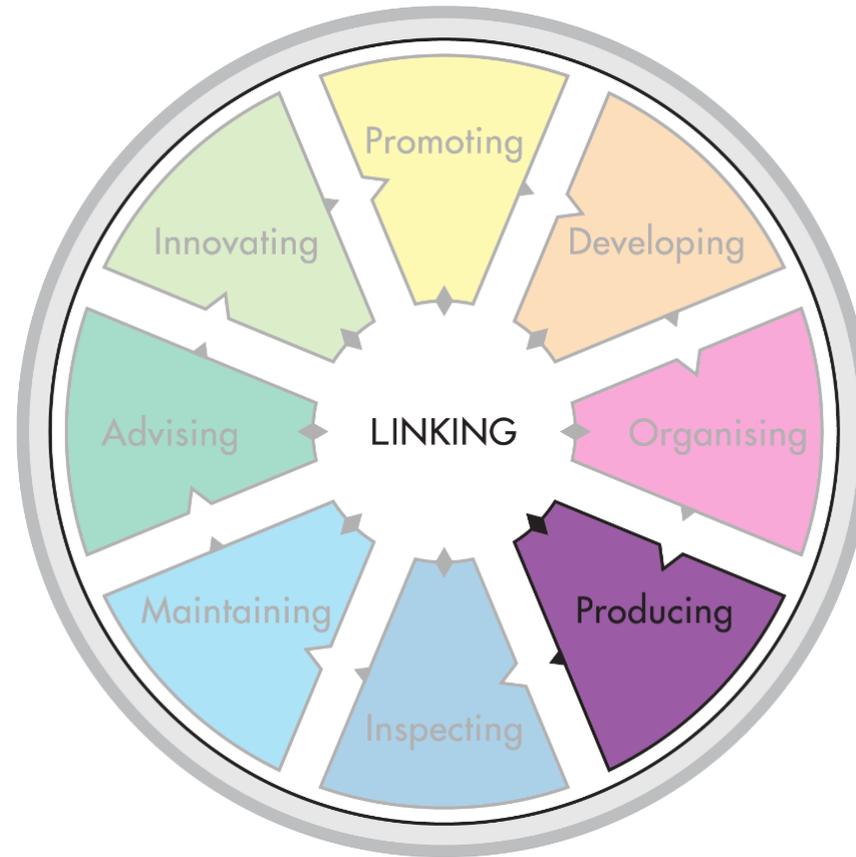
Organising

Establishing and implementing ways of making things



Producing

Concluding and delivering outputs



Inspecting

Controlling and auditing the working of systems



Maintaining

Upholding and safeguarding standards and processes



Linking

Integrating and coordinating the work of others



What does a barista do?

Advising

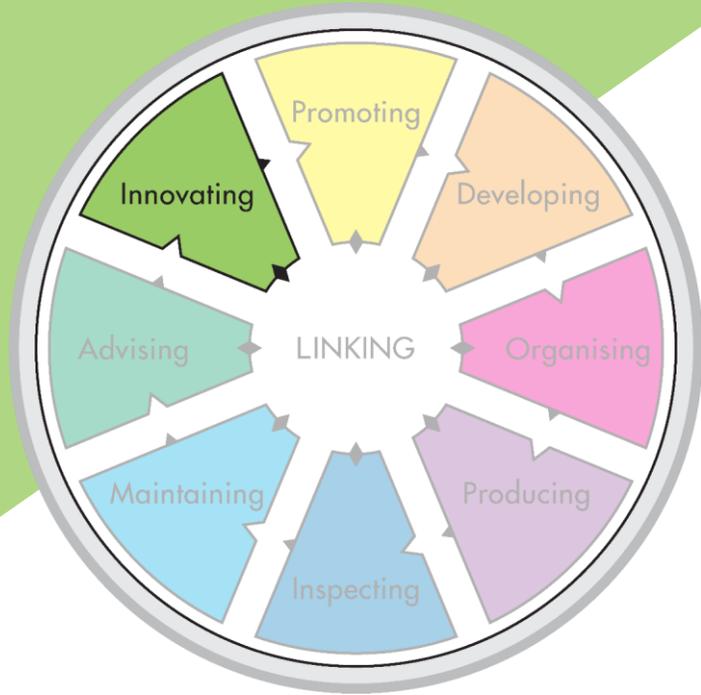


Gathering and reporting information

Talk to your customers and ask them questions.



Innovating

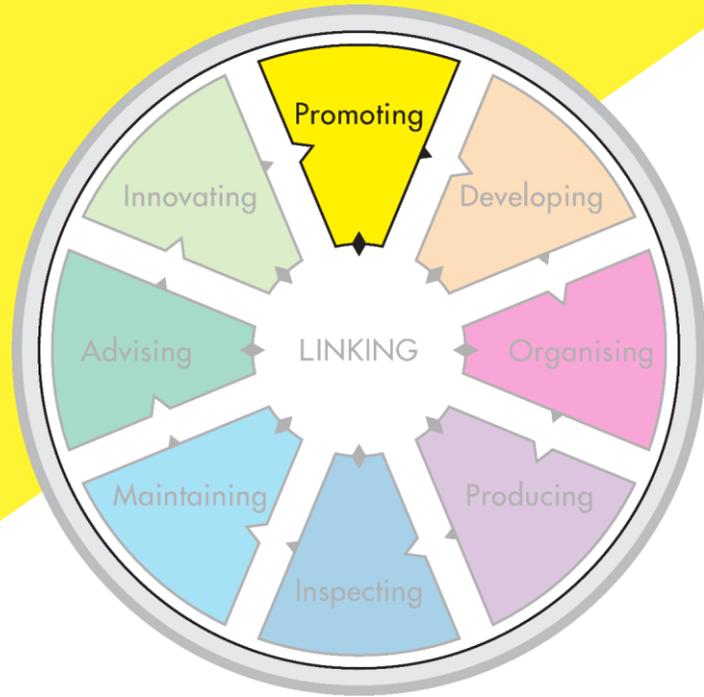


Creating & experimenting with ideas

Try something new to attract more customers.



Promoting

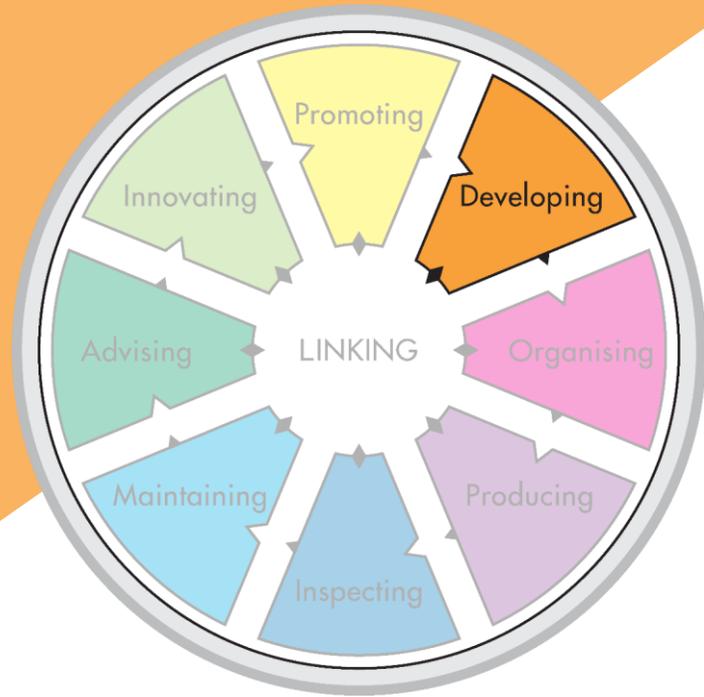


Exploring & presenting opportunities

Educate others and explain your uniqueness.



Developing



Assessing & testing the applicability of new approaches

Experiment with machine settings to improve flavour.



Organising



Establishing & implementing ways of making things work

Have a system to track orders coming through.



Producing



Concluding & delivering outputs

Make the coffee.
Serve the cake!



Inspecting



Controlling & auditing the working of systems

Taste your own coffee & inspect the flavour.



Maintaining



Upholding & safeguarding standards & processes

Keep the customers happy & the beans fresh.



Linking



Coordinating & integrating the work of others

Connecting with the other baristas & share ways of working.



The Types of Work Wheel

- Identify team roles
- Balance
- Enhance communication
- Align tasks with strengths
- Monitor and adjust
- Develop skills



The Types of Work Wheel

Think about a current team project:

What 3 Types of Work are most important?



Further reading

[Top tips to help managers delegate](#)

[Delegation: The power of sharing work successfully](#)

The Development Toolkit



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Self-Assessment 20 mins

How Good Are Your Critical Thinking Skills?

Discover how to become a confident and curious critical thinker

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Video 5 mins

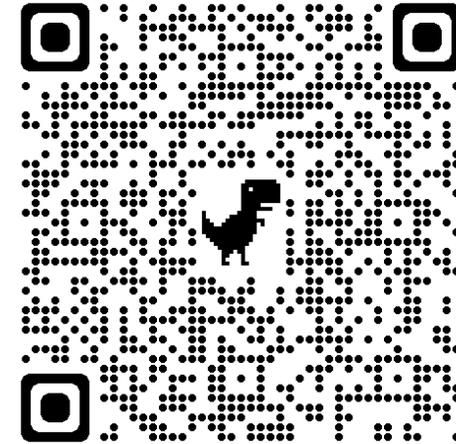
Goal Setting With Your Team

With Matt Saunders



Matt Saunders
Goal Setting With Your Team

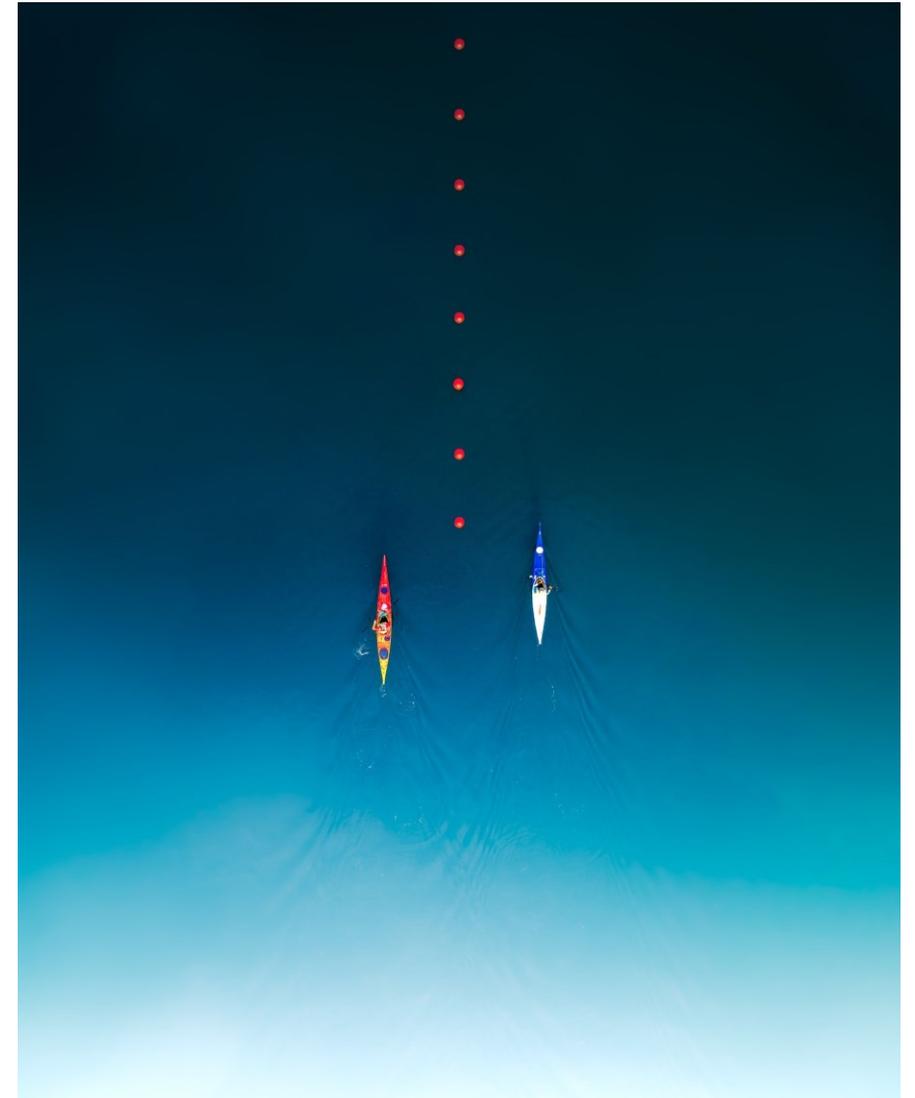
Actions



[The Development Toolkit: an online learning and development resource for staff](#)

Action planning

- Share one thing you are going to do after this session.
- Share one thing you'd like to know more about.



Management development CPD

- [Management curriculum](#) e-learning and workshops
- [Management toolkit](#) plus weekly email
- Access to [LinkedIn Learning](#)
- Leadership conversations – 3 times per year
- Leadership development programmes
- [One to one coaching](#)

Thank you

staffdev@bath.ac.uk