## Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Identify major factors that affect motivation
- ✓ Apply dialog and listening skills that model community, influence, and openness
- ✓ Take specific actions to foster trust within a group
- ✓ Model the concept of accountability
- ✓ Identify inhibitors to fostering group commitment and passion
- ✓ Teach a four-step process designed to help groups learn from mistakes
- ✓ Encourage group initiative-taking
- ✓ Create a group culture of ownership and accountability
- ✓ Identify and apply strategies for dealing with outside pressures that negatively affect motivation
- ✓ Identify and apply strategies for dealing with systems and policies that negatively affect group esteem
- ✓ Match or tailor your leadership style to various employees' motivational preferences