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| Title: | | **Motivating people in the workplace** | | |
| Level: | | 4 | | |
| Credit value: | | 2 | | |
| Unit guided learning hours | | 6 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the factors that may affect performance and motivation in the work place | | | 1.1  1.2 | Evaluate theories of motivation relevant to your workplace  Evaluate the principal factors that may affect performance and motivation in the workplace |
| 1. Be able to improve levels of motivation and increase performance in the workplace | | | 2.1  2.2 | Select a theory of motivation and apply this to your workplace  Evaluate the impact of applying the theory of motivation on performance in the workplace |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To be able to examine how levels of motivation can be improved to increase performance in the workplace. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Management & Leadership 2004 NOS | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | M4.07 Motivating People in the Workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Theories of motivation, including ‘Content’ and ‘Process’ theories, and their application to teams and individuals * Factors that affect performance and motivation (individual differences/needs, manager behaviour, the job and organisational context etc) * Assumptions about human behaviour and the limitations of traditional theories of motivation * Case studies and research evidence on using motivation theory in the workplace * Styles and patterns of behaviour at work * Individual motivation and team motivation and potential conflicts between the two * Incentive systems and the impact on performance | | | |
| 2 | * Theories of motivation and their application to teams and individuals * Understanding how individuals and teams are motivated * Tools and techniques for the identification of different motivational needs * Range of techniques to motivate individuals and monitor performance * Positive approaches to offset negative attitudes in the workplace * Measures for evaluating performance such as productivity, quality, cost, time | | | |