

Leadership Skills: Motivation

Servants' Meeting

12-21-14



Overview

- Introduction
- Grateful Leader
- Acknowledgment and It's Effects
- Five C's
- Levels of Engagement
- How to Motivate Others:
- How to Motivate Yourself

MOTIVATION



The Leader can hurt and can motivate

Romans 14:19

¹⁹ Therefore let us pursue the things *which make* for peace and the things by which one may edify another.

Grateful Leader

Using the power of acknowledgment to engage all your people and achieve superior results





What is a Grateful Leader?

- One who expresses appreciation for the contributions of others
- One who acknowledges, supports, and engages his people sincerely on an ongoing basis
- One who wants to know contributors as people



What is Acknowledgment?

A heartfelt and authentic communication that lets a person know their value to the organization and the importance of their contribution



Importance of Acknowledgment

- When was the last time you were acknowledged?
 - How did it make you feel about yourself, toward the acknowledger, and the organization?
- When was the last time you acknowledged someone else and actually communicated it to the person?
 - What might have caused you to avoid doing so?

Fear of Acknowledging

- We shy away from doing so for fear of:
 - Strike the recipient with pride
 - Encouraging the demons to tempt him/her
 - “Evil eye”

Acknowledging the Philippians: Phil 4

14 Nevertheless you have done well that you shared in my distress.

15 Now you Philippians know also that in the beginning of the gospel, when I departed from Macedonia, no church shared with me concerning giving and receiving but you only.

16 For even in Thessalonica you sent aid once and again for my necessities.

17 Not that I seek the gift, but I seek the fruit that abounds to your account.

18 Indeed I have all and abound. I am full, having received from Epaphroditus the things sent from you, a sweet-smelling aroma, an acceptable sacrifice, well pleasing to God.

Acknowledgments in Romans 16

3 Greet Priscilla and Aquila, my fellow workers in Christ Jesus,

4 who risked their own necks for my life, to whom not only I give thanks, but also all the churches of the Gentiles.

5 Likewise greet the church that is in their house. Greet my beloved Epaenetus, who is the firstfruits of Achaia to Christ.

6 Greet Mary, who labored much for us.

7 Greet Andronicus and Junia, my countrymen and my fellow prisoners, who are of note among the apostles, who also were in Christ before me.

8 Greet Amplias, my beloved in the Lord.

Acknowledgments in Romans 16

9 Greet Urbanus, our fellow worker in Christ, and Stachys, my beloved.

10 Greet Apelles, approved in Christ. Greet those who are of the household of Aristobulus.

11 Greet Herodion, my countryman. Greet those who are of the household of Narcissus who are in the Lord.

12 Greet Tryphena and Tryphosa, who have labored in the Lord. Greet the beloved Persis, who labored much in the Lord.

13 Greet Rufus, chosen in the Lord, and his mother and mine.

14 Greet Asyncritus, Phlegon, Hermas, Patrobas, Hermes, and the brethren who are with them.

15 Greet Philologus and Julia, Nereus and his sister, and Olympas, and all the saints who are with them.



The Lord God Acknowledges

“Moreover God said to Moses, ‘Thus you shall say to the children of Israel: “The LORD God of your fathers, the God of Abraham, the God of Isaac, and the God of Jacob, has sent me to you.””’”

Why be a Grateful Leader?

In Their Words

- Walter Robb (Co-CEO of Whole Foods Market):

“When you love what you do and the people with whom you work, you have reason to be grateful. When your business is built from the passion and creativity of your Team Members, you have reason to feel blessed.”



Why be a Grateful Leader? In Their Words

- Major Primitivo Davis
(Brigade Chaplain, 3rd Brigade Combat Team):

“Being a grateful leader means that I use my
sphere of influence to better individuals,
who in turn better others,
which in turn betters the world...”

Why be a Grateful Leader?

In Their Words

- Kimberley Supersano
(Chief Marketing Officer—Prudential Annuities):

“A grateful leader is one who really believes in people’s potential and the value of each and every person they employ or rely upon, and help them recognize their full potential”



Why be a Grateful Leader?

- Create a positive environment
- Engage and retain top people
- Motivate others
- Generate superior results

Basic tools to be a grateful leader?

The Five Cs as a Tool:

1. **Consciousness**—become aware of acknowledgments.
2. **Choice**—you can still always choose yes or no.
3. **Courage**—needed when we feel vulnerable.
4. **Communications**—deliver profoundly and authentically.
5. **Commitment**—will align with your true mission, goals, and purpose.

Proven Effects of Acknowledgment on Employees

- Sense of self—worth
- Excitement, joy
- Purpose for living
- Sense of contribution
- Documented physical changes—both for giver and receiver
- “Pay it forward” types of behavior
- Repair of the world—one person at a time!

Levels of Workforce Engagement

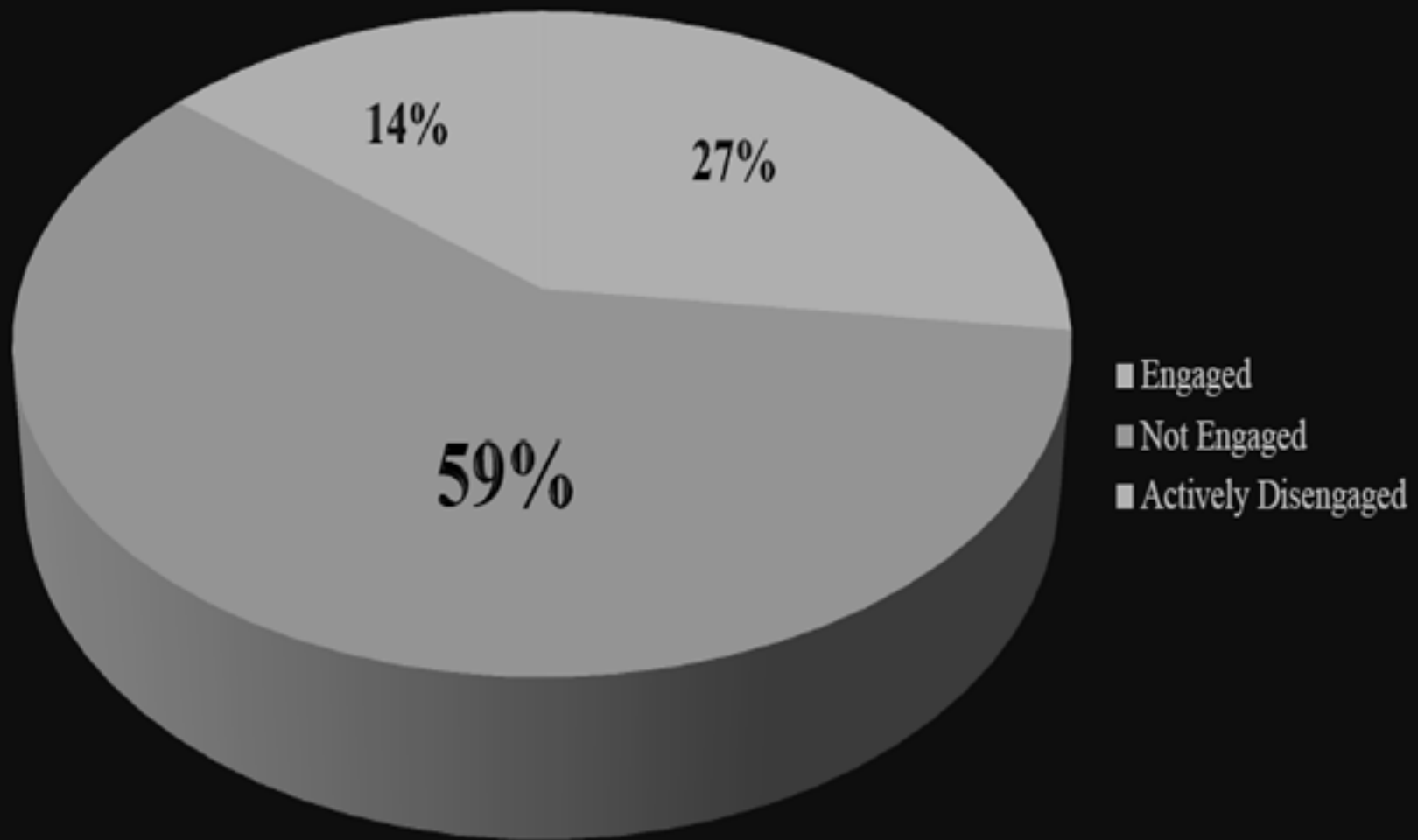
Engaged employees work with passion and feel a profound connection to their company.

Non-engaged employees are essentially “checked out.” they’re sleepwalking through their workday, putting time, but not energy or passion, into their work.

Actively disengaged employees aren’t just unhappy at work—they’re busy acting out their unhappiness.

Gallup Organization Studies

According to studies done by the Gallup Organization:



Grateful Leadership and Superior Results

- **Organizations with levels of engagement 65% or greater outperformed the total stock market index, posted total shareholder returns 22% higher than average.**
- **Companies with engagement 45% or less had total shareholder return that was 28% lower than the average.**

Aon Hewitt's global engagement HR research,
2008—2010 with 6.7 million employees, 2,900+ organization

How can you motivate others?

1. “Yes, But” or “Yes, And”



2. Engagement and Ownership: Open-Ended Questions

- Engage the group
- Allow them to participate in the decision-making process
- Allows the group to feel ownership

“But who do you say that I am?” (Matt 16:15)

“For we are God’s fellow workers; you are God’s field, you are God’s building.” (1 Cor 3:9)

“And the LORD said, ‘Shall I hide from Abraham what I am doing...’” (Gen 18:17)

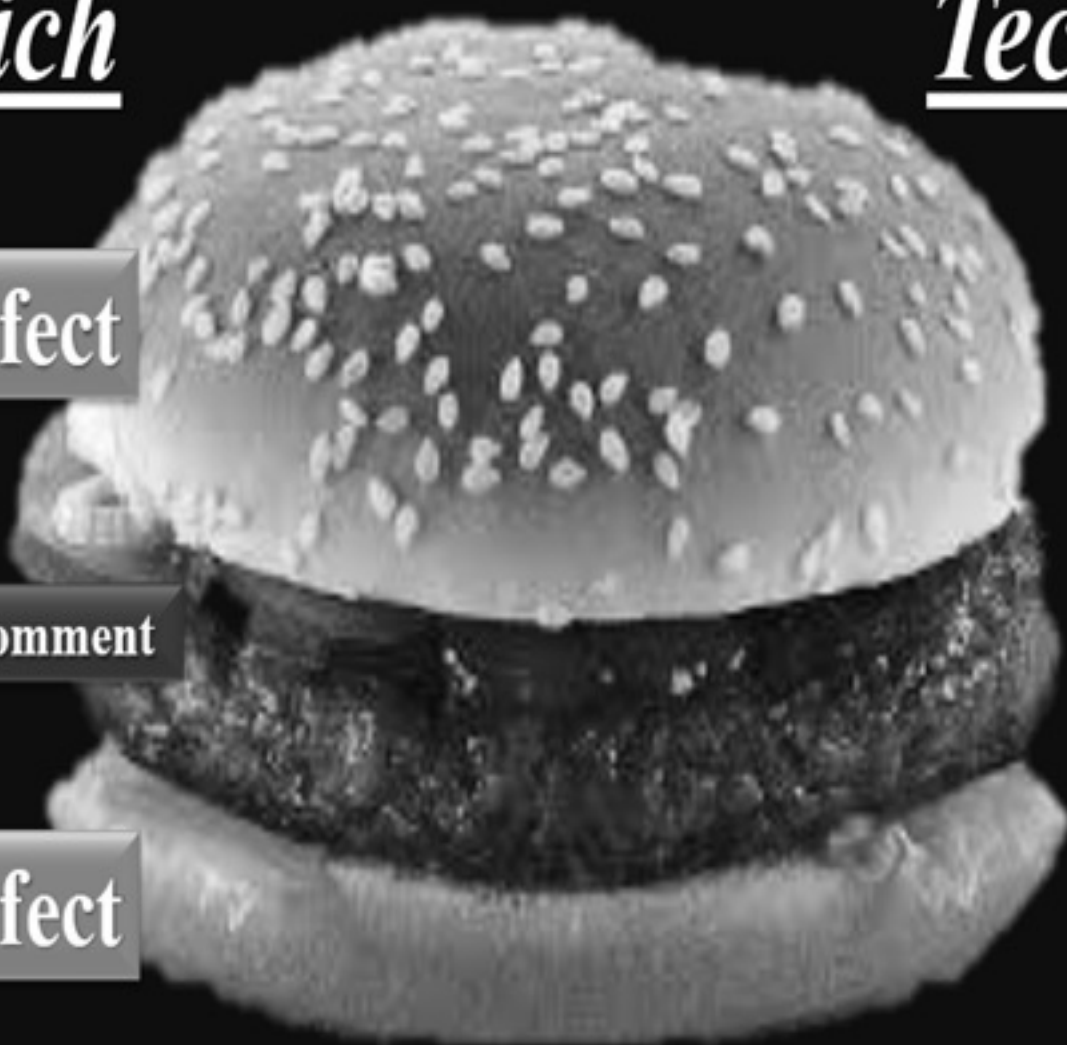
Sandwich

Technique

Perfect

Have Comment

Perfect



Revelation 2:1-6

To the angel of the church of Ephesus write

These things says He who holds the seven stars in His right hand, who walks in the midst of the seven golden lampstands:

² “I know your works, your labor, your patience, and that you cannot bear those who are evil. And you have tested those who say they are apostles and are not, and have found them liars;

³ and you have persevered and have patience, and have labored for My name’s sake and have not become weary.

⁴ Nevertheless I have *this* against you, that you have left your first love.

⁵ Remember therefore from where you have fallen; repent and do the first works, or else I will come to you quickly and remove your lampstand from its place—unless you repent.

⁶ But this you have, that you hate the deeds of the Nicolaitans, which I also hate.

Sandwich technique



4. Giving Credit: Nehemiah 3

Nehemiah 3: Rebuilding the Wall

1 Then Eliashib the high priest rose up with his brethren the priests and built the Sheep Gate; they consecrated it and hung its doors. They built as far as the Tower of the Hundred, and consecrated it, then as far as the Tower of Hananel.

2 Next to Eliashib the men of Jericho built. And next to them Zaccur the son of Imri built.

3 Also the sons of Hassenaah built the Fish Gate; they laid its beams and hung its doors with its bolts and bars.

4 And next to them Meremoth the son of Urijah, the son of Koz, made repairs. Next to them Meshullam the son of Berechiah, the son of Meshezabel, made repairs. Next to them Zadok the son of Baana made repairs.

How to Motivate Others



1. (Yes/And) Technique

2. Open ended questions

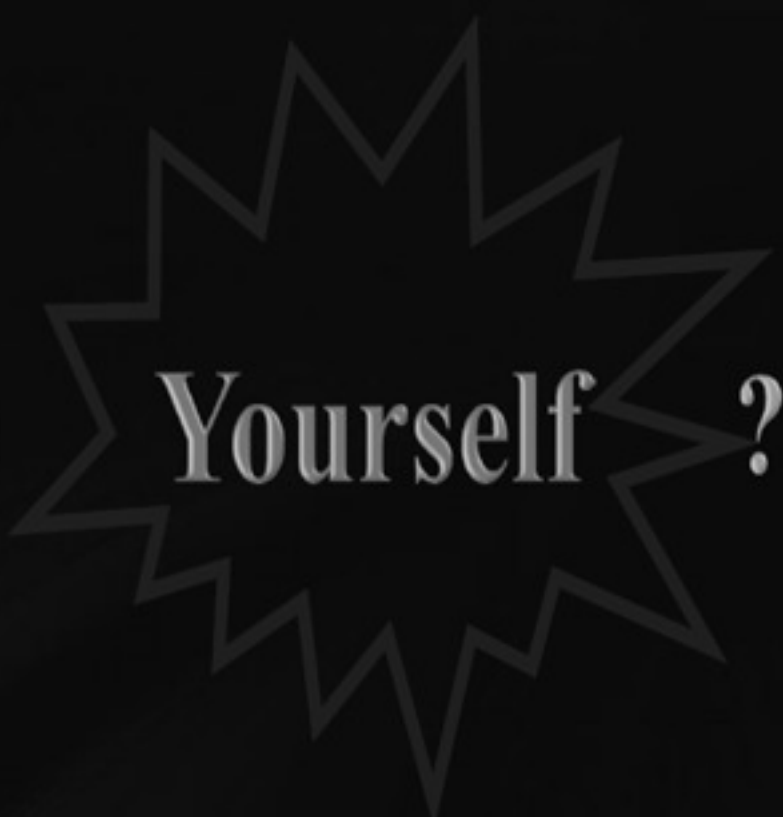


3. Sandwich technique

4. Add credit (you are great)



How can you motivate Yourself ?



1. Control your inner
dialogue.

How can you motivate yourself?

2. Develop self positive
mental attitude.

1. Control your inner dialogue

To keep yourself motivated and to overcome feelings of doubt or fear, continually tell yourself,

“I can do it! I can do it!”

When people ask you how you are, always tell them, “I feel terrific!”



- **As Victor Frankl wrote in his bestselling book *Man's Search for Meaning*, “ The last of the human freedoms [is] to choose one's attitude in any given set of circumstances.**
- **Refuse to complain about your problems. Keep them to yourself. As speaker-humorist Ed Foreman says, “ You should never share your problems with others because 80 % of people don't care about them anyway, and the other 20 % are kind of glad that you've got them in the first place.”**



2. Develop Positive Mental Attitude: S.E.L.F.

S: Solution to every problem

E: Every situation has something good

L: Lesson in every difficulty

F: Future goals in your life; always remember them

In Martin Seligman's twenty-two-year study at the University of Pennsylvania, summarized in his book "Learned Optimism", he determined that optimism is the most important quality you can develop for personal and professional success and happiness. Optimistic people seem to be more effective in almost every area of life.

First:

Look for the good in every situation. No matter what goes wrong, they always look for something good or beneficial.

Second:

Optimists always seek the valuable lesson in every setback or difficulty. They believe that “difficulties come not to obstruct but to instruct.” they believe that each setback or obstacle contains a valuable lesson they can learn and grow from, and they are determined to find it.



“I walked a mile with Pleasure-
she chatted all the way,
but left me none the wiser
for all she had to say.
I walked a mile with Sorrow
and ne’er a word said she;
but oh, the things I learned from her
when Sorrow walked with me!”

—Robert Browning Hamilton, *Along the Road*

Third:

Optimists always look for the solution to every problem. Instead of blaming or complaining when things go wrong , they ask questions like, “ What’s the solution? What can we do now? What’s the next step?”

Fourth:

Optimists think and talk continually about their goals. They think about what they want and how to get it. They think and talk about the future and where they are going rather than the past and where they came from. They are always looking forward rather than backward.

Review

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