

Handout B: Creating a Motivating Environment

Creating a motivating environment for your associates requires periodic time set aside to meet with each associate to determine what is important to him/her and to keep a “pulse” on the associate’s engagement at work.

Associate Name:

Date:

A. Recognition – knowing the associate:

1. “Have I spent time getting to know this associate?”
2. “What do I know about this associate?” i.e., his/her unique qualities

B. Relevance:

1. “Does he/she know that his/her job matters and to whom?” “How did he/she describe this?”
2. “Does he/she see a connection between his/her work and his/her colleagues, customers, other departments?” “What is this connection?”

C. Measurables:

1. “What measurables has the associate identified for himself/herself that shows his/her progress and contribution to the department/organization?”
2. “How often will the associate and I meet to discuss his/her progress and successes?”

NOTES: