

Resolving Conflict



Understanding What Motives People

Days of the Week



1. Close your eyes and imagine each day of the week
2. What color is each day?
3. Write down the color of each day

Learning How To Motivate Agenda



- Motivation & Conflict Resolution
- Creating a Motivational Environment
- Tools of Influence
- Why We Do What We Do
- How We Motivate People
- The Process of Motivation

Motivation & Conflict Resolution: The Connection





IS YOUR TEAM MOTIVATED?

Motivation Survey



1. What obstacles stop your team from performing its best?
2. What really motivates your team?
3. Does your team feel empowered?
4. Are there any recent changes in your organization that could impact motivation?
5. What are the patterns of motivation in your organization?

Create An Environment That Is Motivating



9 Things That Motivate People





1. TRUSTWORTHY LEADERSHIP

Trustworthy Leadership



- People need to believe that you are looking out for their best interest
- Upfront in communicating expectations
- Direct in providing feedback
- Be transparent



2. BE RELEVANT

Be Relevant



- Provide new ways to learn, improve skills and invest in themselves
- Get involved in helping team build depth and breadth in skill sets and aptitude
- Increase performance levels and loyalty



3. ALLOW RISK

Allow Risk



- Encourage responsible risks
- Embrace diverse thinking
- Allow innovation



4. ADVANCEMENT

Advancement



1. Create an ability to advance
2. Help team see opportunities that lie beyond, beneath and around what they seek
3. Open doors to opportunities



5. NO REGRETS

No Regrets



- Don't focus on mistakes
- Don't let team carry guilt
- Share your successes and failures
- Help navigate uncertainty



6. STABLE FUTURE

Stable Future



- Safety and security are great motivators
- Stable future (with no guarantees)



7. SELF-INDULGENCE

Self-Indulgence



- “Every time you meet a person with great strengths, you are meeting a person with great weaknesses.” --
-- Peter Drucker
- Motivation is balanced and well-intentioned
- Allow self-indulgence to increase motivation



8. CREATE IMPACT

Create Impact



- Motivation is created by the opportunity to create impact
- Allow to contribute in ways that they can measure achievement over career
- Help them create a long-lasting legacy on organization



9. HAPPINESS

Happiness



- Fuels self-esteem
- Gives hope for a better tomorrow
- Earn a living doing something that brings you joy and satisfaction

Primary Tools of Influence



Influence Belief or Change Behavior

Primary Tools of Influence



1. Rapport
2. Asking Questions
3. Personal Congruency
4. Emotional Management

Rapport – align with people so you can lead them in the direction you want them to go



- Bring up a mutual interest
- Give a gift
- Give a referral
- Tell a story
- Pay a compliment
- Give good service
- Listen

Asking Questions – understand what people believe and how they make decisions



- Find out what's really going on in someone's head
- Find out their real motivations
- Find out their real beliefs
- Show them you care
- Build rapport
- Bring out and overcome objections

Personal Congruency – verbal and non-verbal match



Be absolutely certain that what you're saying and doing always match!

Emotional Management



- Learn how to manage your emotions so they don't hurt you; rather they empower you
- Practice Emotional Intelligence:
 1. Understanding your own emotions and reactions
 2. Understanding other's emotions and reactions



We feel pressure to do something ...either external or internal

WHY WE DO WHAT WE DO



Desire to Avoid Pain
Desire to Gain Pleasure

WHY WE DO WHAT WE DO



HOW DO WE MOTIVATE?

How Do We Motivate?



- Find out someone's beliefs and values
- Change what people associate to a behavior
 - Associate more pain with not doing something; or
 - Associate more pleasure with doing something
- Get them to a point where they're dissatisfied with where they are

Find Pain



1. Use their pain or Find strong wants
2. Disturb it -- make it real
3. Motivated to change – just offer another choice

Undisturbed People Won't Change



- If there is not much of difference between the current reality and what the desired behavior is, they won't do something
- People aren't motivated by NEEDS they are motivated by WANTS. Wants they need NOW.
- What is persuasion? Process of getting a person to clearly associate their most desired feelings or states to your desired behavior
- Look for someone's want and then look for the hurt in it.
- It has to be their reason not yours
- The way to get someone over the edge – don't give them more information – just create more hurt by asking questions that you know (based on their beliefs and values) will kick them over the edge. “You can do whatever you want to do but based on what you told me...”
- If they still are not doing what you want them to, add logical reasons to do it now

Answer The Questions In Their Head



- Do they have my best interest in mind?
- Do I trust them?
- Is this about them or about me?

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