

QUALIFY

TRAINING PACKAGE

WEEK 2:

MOTIVATION, LEARNING TO LEARN
AND MANAGING TASKS



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WELCOME BACK

WHAT DID WE LEARN LAST WEEK?

TODAYS OBJECTIVES



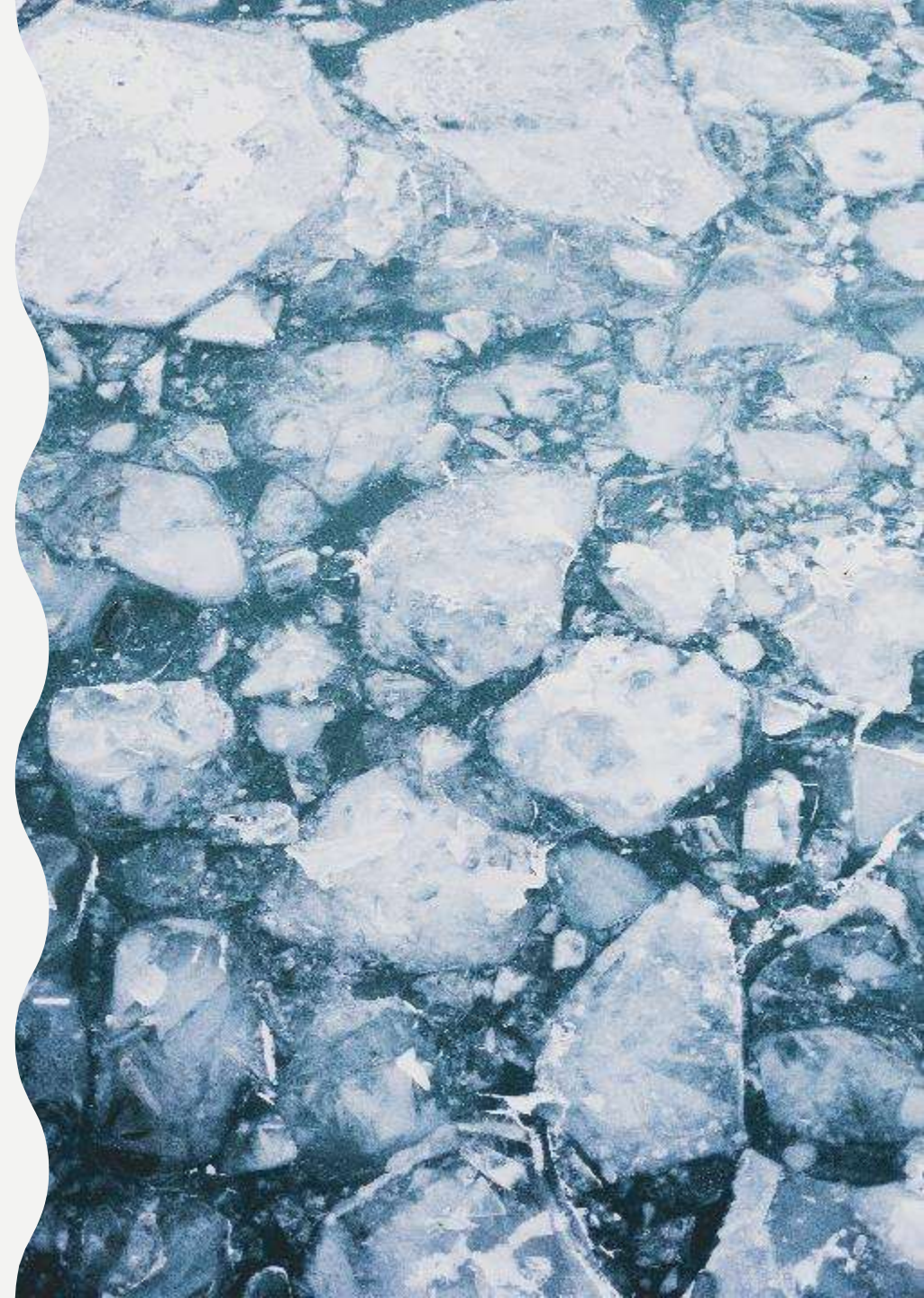
At the end of this week, learners will have:

- explored what motivates them
- identified their individual learning styles
- explored what motivates or demotivates them
- explored good and bad habits they may have
- explored managing tasks
- explored ways to change habits
- explored intrinsic and extrinsic motivation
- identified steps they want to take for personal career development
- explored further positive psychology

ICEBREAKER

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Jelly Bean Exercise



*'Whatever you do, give it your all.
Throw yourself in with confidence,
and throw doubts and fears aside'*
Katie Piper

MOTIVATION

WHAT IS MOTIVATION?
WHAT IS DEMOTIVATION?

MOTIVATION AND DEMOTIVATION



- **Motivation:** willingness to do something, or something that causes such willingness

Examples to motivate:

- Give recognition
- Give respect
- Make work interesting
- Be a good listener
- Encourage goal setting
- Provide opportunities
- Provide training growth
- Throw a challenge

- **Demotivation:** lack of interest in and enthusiasm about your work

Examples that demotivate:

- Lack of training
- Unfair/negative/public criticism
- Failure or fear of failure
- Low self-esteem
- Lack of priorities
- Negative self-talk
- Hostile environment
- Too much job security/insecurity
- Lack of challenge or a feeling of being underutilised

MOTIVATION

GROUP DISCUSSION:

What does a motivated person look like?

What does a demotivated person look like?



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INTRINSIC AND EXTRINSIC MOTIVATION



INTRINSIC AND EXTRINSIC MOTIVATION



There are two main types of motivation – extrinsic and intrinsic.

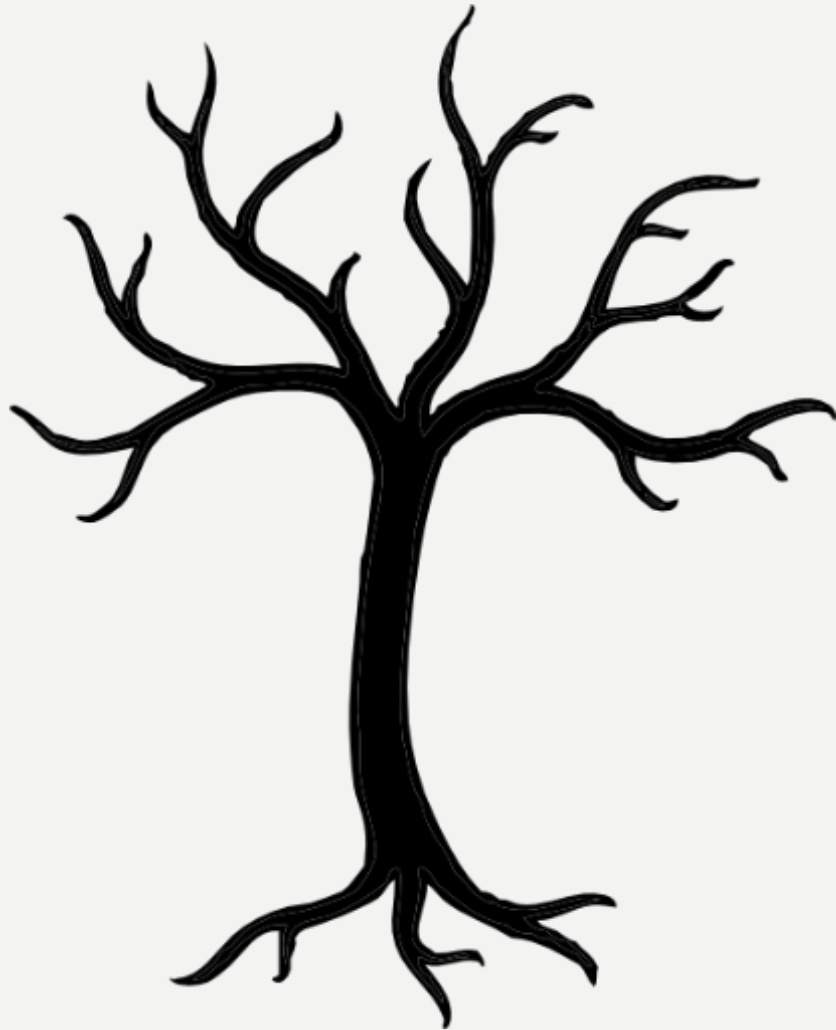
- **Extrinsic motivation** is when you use external factors to encourage yourself to do something. There are positive ones such as rewarding yourself with something you like. There are also negative extrinsic motivators such as not having enough money – this motivating you to find employment.
- **Intrinsic motivation** is internal. It's about having a personal desire to overcome a challenge, to produce something of high quality, or to interact with people you like and trust. Intrinsically motivated people get a great deal of satisfaction and enjoyment from what they do.

Everyone is different and will likely have different motivators. It's important to discover what motivates you.

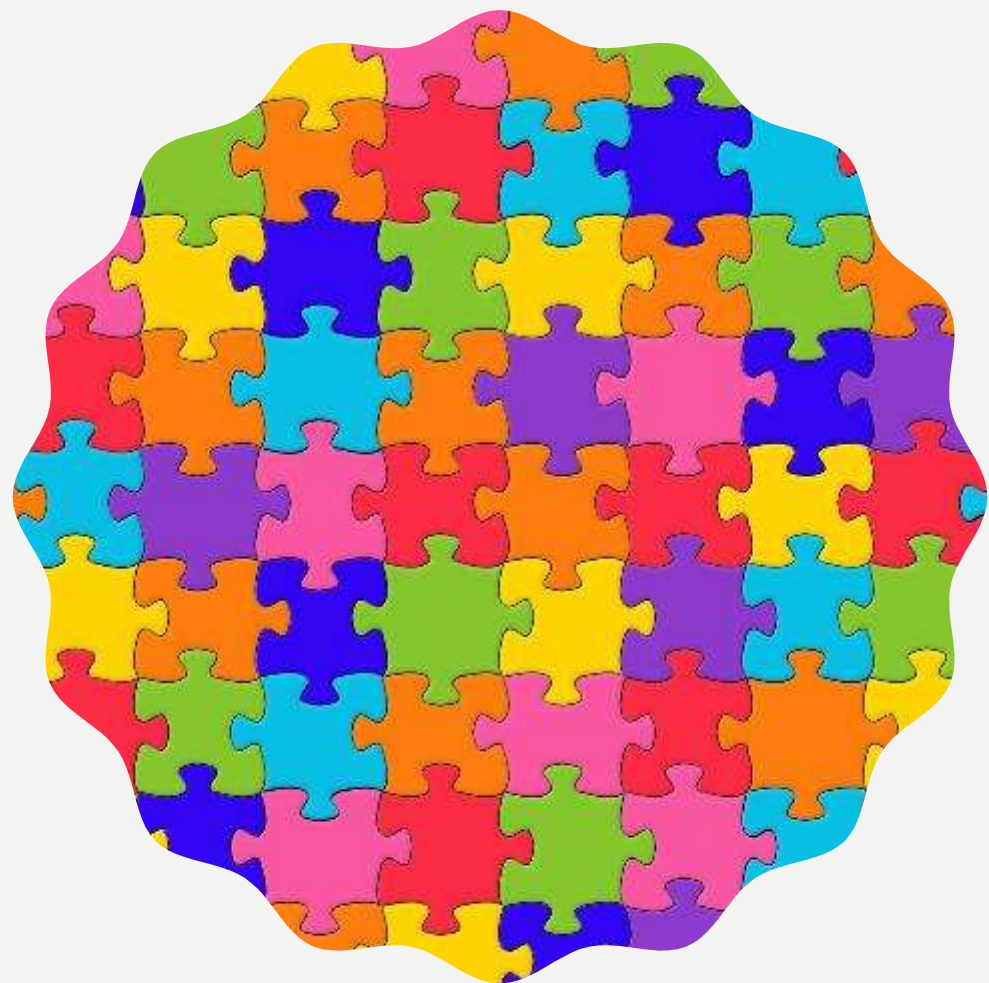
EXERCISE:

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Complete Handout 2 – Life Tree Exercise



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THE PUZZLE OF MOTIVATION

WITH DANIEL PINK

THE PUZZLE OF MOTIVATION



<https://www.youtube.com/watch?v=rrkrvAUbU9Y>

THE PUZZLE OF MOTIVATION



In this video Dan Pink introduces 'The Candle Problem' – attaching a candle to a wall with a box of drawing pins and matches so that it doesn't drip.

2 groups try to solve the problem:

1. told they are timing to discover norms
2. given money if they are in the top 25%.



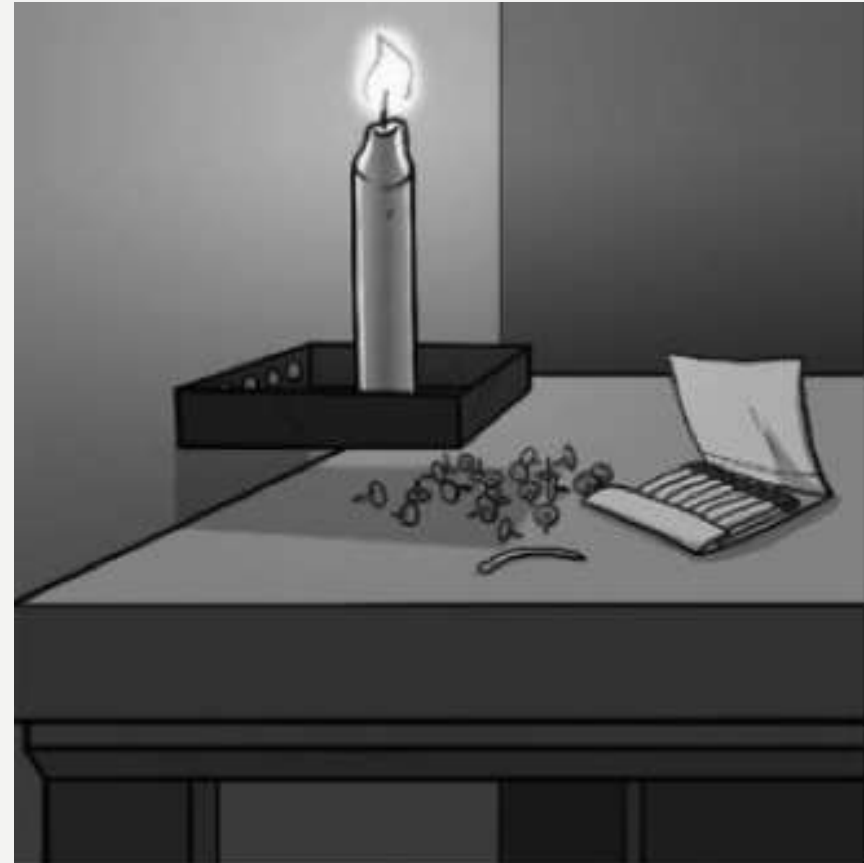
THE PUZZLE OF MOTIVATION



This test consistently shows that the group being given money is 3 minutes slower than the other.

Other research over 40 years backs up the idea that for most tasks you **can't** incentivise people to perform better with money.

This is one of the most robust findings from social science, but also the **most** ignored.



THE PUZZLE OF MOTIVATION



Extrinsic motivators worked well in the past but in the 21st Century most people have complicated tasks with no easy answer.

...so how do we motivate them?

...answer: with **intrinsic motivators** – the desire to do more for personal reasons.

This revolves around:

1. **Autonomy** – the desire to direct our own lives
2. **Mastery** – the urge to get better, or develop skills
3. **Purpose** – the need to do what we do for reasons bigger than ourselves

THE PUZZLE OF MOTIVATION



Dan uses the example of Microsoft Encarta vs Wikipedia.



Encarta was built by well paid professionals and managers, incentivised with standard **extrinsic** motivators.



Wikipedia was built by unpaid (**autonomous**) volunteers for fun, and because they believed in the project.

If we get past the simplistic 'carrots vs sticks' ideology, and allow people to be more motivated by autonomy, mastery and purpose, we can improve our lives at all levels of society and all levels of employment.

EXERCISE:

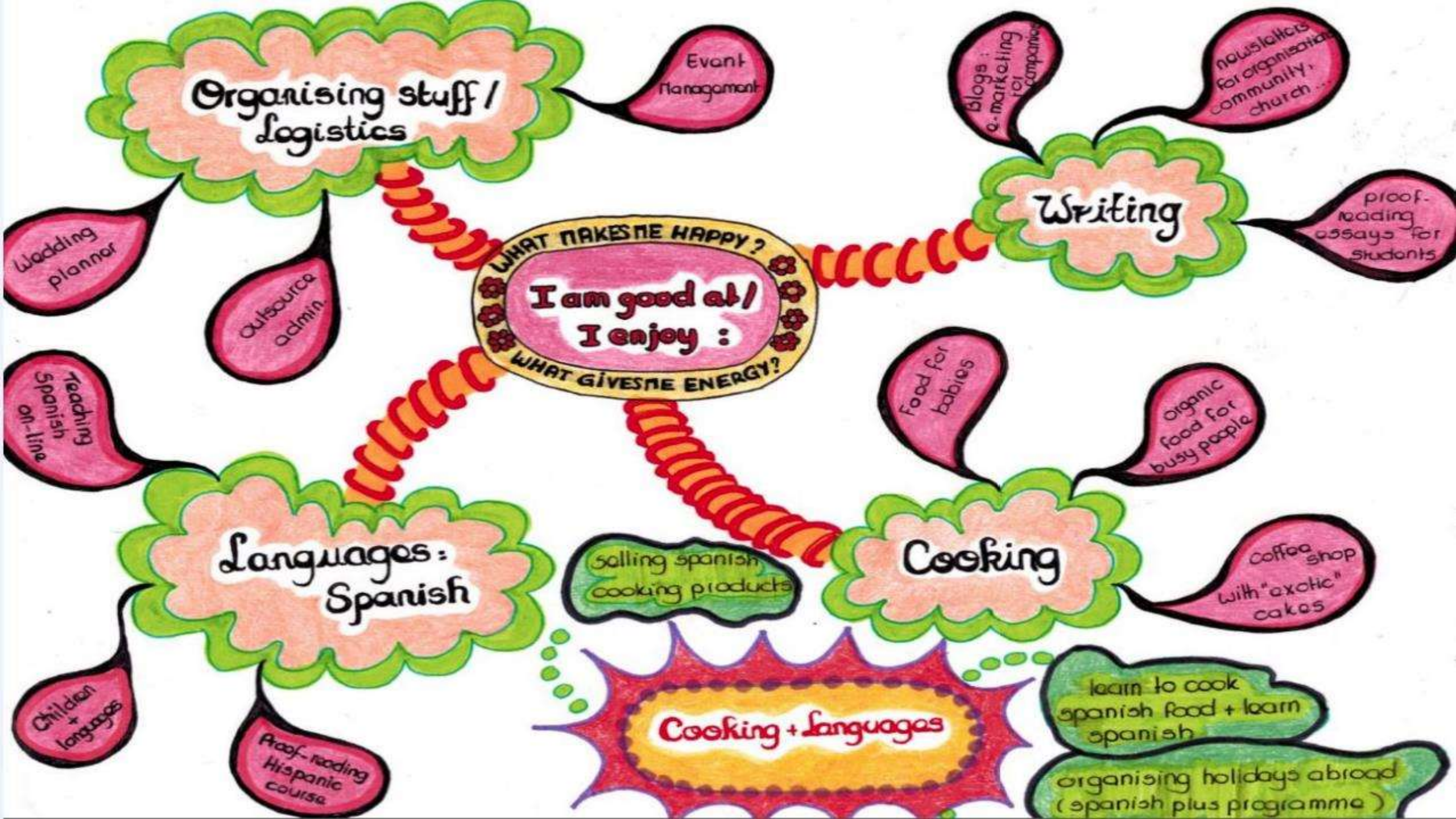
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So what motivates us?

Let's MindMap!

Mind-mapping involves creating a physical representation or collage of what you want to achieve. It acts as a constant reminder and representation of your goals and motivations. It also intensifies the effects of visualisation, which acts on your subconscious mind to motivate and encourage you towards achieving those goals.





TIPS FOR MAKING A GREAT MINDMAP

- Use **key words**, or **images**.
- Start in the **centre** of the page and work out.
- Make the centre a **clear** and **strong visual image** that depicts the general theme of the map.
- Put **key words on lines**. This reinforces structure of notes.
- **Print** rather than write in script. It makes them more readable and memorable.
- Use **colour** to depict themes, associations and to make things stand out.
- Anything that stands out on the page will **stand out in your mind**.
- Use **arrows**, icons or other **visual aids** to show **links** between different elements.
- **Don't get stuck** in one area. If you dry up in one area go to another branch.
- Put **ideas down as they occur**, wherever they fit. Don't judge or hold back.
- **Break boundaries**. If you run out of space, don't start a new sheet; paste more paper onto the map.

MOTIVATION FOR ME

GROUP DISCUSSION:

How important is
confidence for
motivation?



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PERSONAL DEVELOPMENT:

MOTIVATE YOURSELF

PERSONAL DEVELOPMENT



5 ways to help yourself grow professionally

Posted on July 5, 2015 by Nicole Smartt

Why does your growth and development matter? It's essential to challenge and stretch yourself often, and not let yourself get stuck in a job where you don't feel like you are growing or learning.

There is more potential inside each person than even they know. In a fast-paced world with everyone wanting it now, in real-time, and a world that is constantly evolving, it's more important than ever to continue to grow professionally and personally. Not only does intentional growth and development have the potential to make you better at your job, it can help you feel more fulfilled both in and out of the workplace.



<http://www.personalbrandingblog.com/5-ways-to-help-yourself-grow-professionally/>

PERSONAL DEVELOPMENT



5 ways to help you grow professionally:

1. **Take on new challenges:** this can be scary, confusing and stressful, but when an **opportunity** approaches you – **SEIZE IT!**
2. **Read:** try and read more informative articles from respected sources, or take an online class – anything you can do **to gain more knowledge**
3. **Invest in your learning:** there are many free webinars online (<https://www.coursera.org/>) and often free community **courses and opportunities** in your local area
4. **Get a mentor:** look around your group of friends/family/network to mentor you, this person will encourage you and keep you on track to reach your goals
5. **Surround yourself with like-minded peers:** network, make friends and have fun, opportunities will follow.

PERSONAL DEVELOPMENT



Take the time to focus on YOU!



<https://www.youtube.com/watch?v=cBUDVoakrw>

PERSONAL DEVELOPMENT

GROUP DISCUSSION:

In what ways can you:

- grow on a personal level?
- improve your work/life balance?
- improve your quality of life?
- improve your opportunities?
- improve your job prospects?



HOW SELF-MOTIVATED ARE YOU?



Self-Assessment: How Self- Motivated Are You?



WEEK 2: Handout 2 – How Self-Motivated Are You?

How Self-Motivated Are You?

Are you motivated to achieve what you really want in life?
And how hard do you push yourself to get things done?

Wanting to do something and motivating yourself to actually do it are two different things. So, what's the difference between those who never reach their goals, year after year, and those who achieve one goal after another? Often, it's their self-motivation.

Self-motivation is the force that keeps pushing us to go on – it's our internal drive to achieve, produce, develop, and keep moving forward. When you think you're ready to quit something, or you just don't know how to start, your self-motivation is what pushes you to go on. With self-motivation, you'll learn and grow – regardless of the specific situation. That's why it's such a fundamental tool for reaching your goals, achieving your dreams, and succeeding, in this journey we call life.

Take the short quiz to give you a better understanding of how self-motivated you are, and learn some specific tips for improving your self-motivation.

		Not at all	Rarely	Sometimes	Often	Very often
1	I'm unsure of my ability to achieve the goals I set for myself.					

SELF MOTIVATION TACTICS



How can we help motivate ourselves?

1. Make the task **intrinsically** interesting and satisfying
2. Provide your own **extrinsic** rewards.

Using a combination of the two is the most effective way to motivate yourself.

SELF MOTIVATION TACTICS



Here are some tactics you can use to help motivate yourself:

1. **Change your attitude and approach to undesirable tasks:** tidying up your files and documents will be boring but being seen as a competent and organised person might provide intrinsic motivation for you.
2. **Think about why you want to do what you want to do:** a great way to increase your motivation for finding a job is to think about why you want to do it, what are your driving motivators for applying?
3. **Set goals and break them into smaller goals:** set goals so you'll know what you need to do to achieve what you want and try and break these down into smaller goals. These can give you small 'wins' and increase your motivation

SELF MOTIVATION TACTICS



4. **Be accountable:** tell you friends/family about your task, knowing that someone else is expecting you to complete the task can help motivate you.
5. **Get good at time management:** try and create a schedule to help you do things more efficiently
6. **Don't procrastinate:** when low motivation and procrastination occur together it can be doubly hard to get things done.
7. **Reward yourself:** make an agreement with yourself to give yourself a reward when you complete a task
8. **Scare yourself with the negative consequences of not doing it:** what's going to happen if you don't do it? You may get into trouble with you mentor or job coach, scare yourself into doing it

SELF MOTIVATION TACTICS



9. **Swap tasks with someone else:** can you trade your task with someone else? You can do something for that person in return. Use each other's needs, interests and talents to work more efficiently
10. **Think Positive!:** Surround yourself with positive thoughts and people – positive thinking is very powerful and when you're around other positive people, they'll support and encourage you to keep trying
11. **Create a log:** use this as a record of all the times you were able to motivate yourself to complete a task or keep moving forward. This log can inspire you the next time you need some extra motivation.

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LEARNING TO LEARN

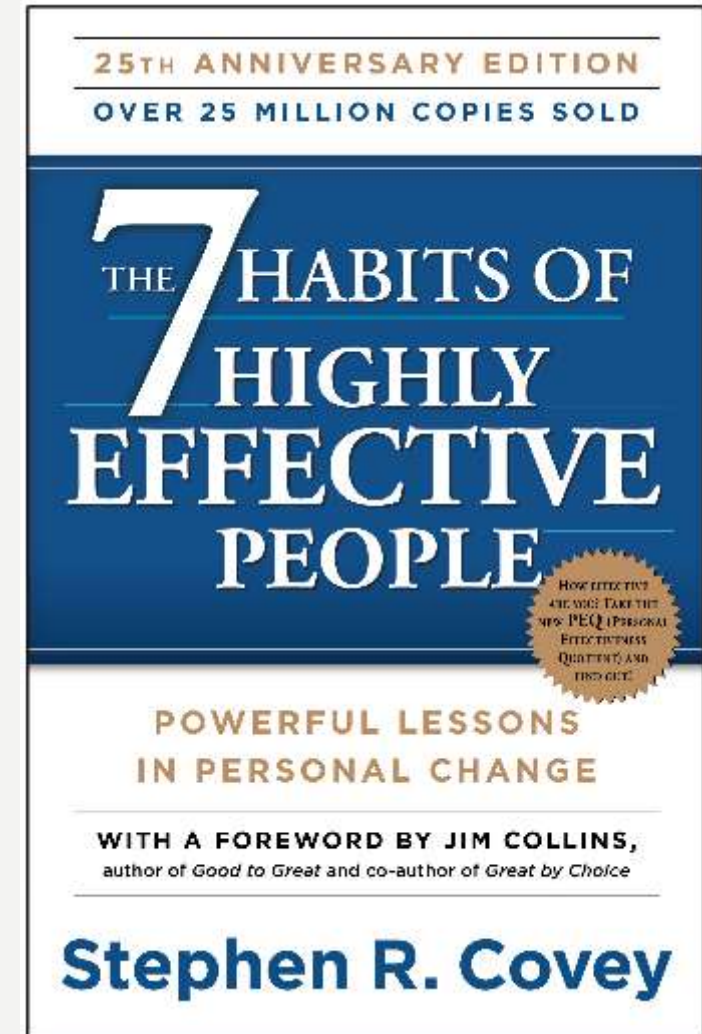
LEARNING HABITS

LEARNING TO LEARN

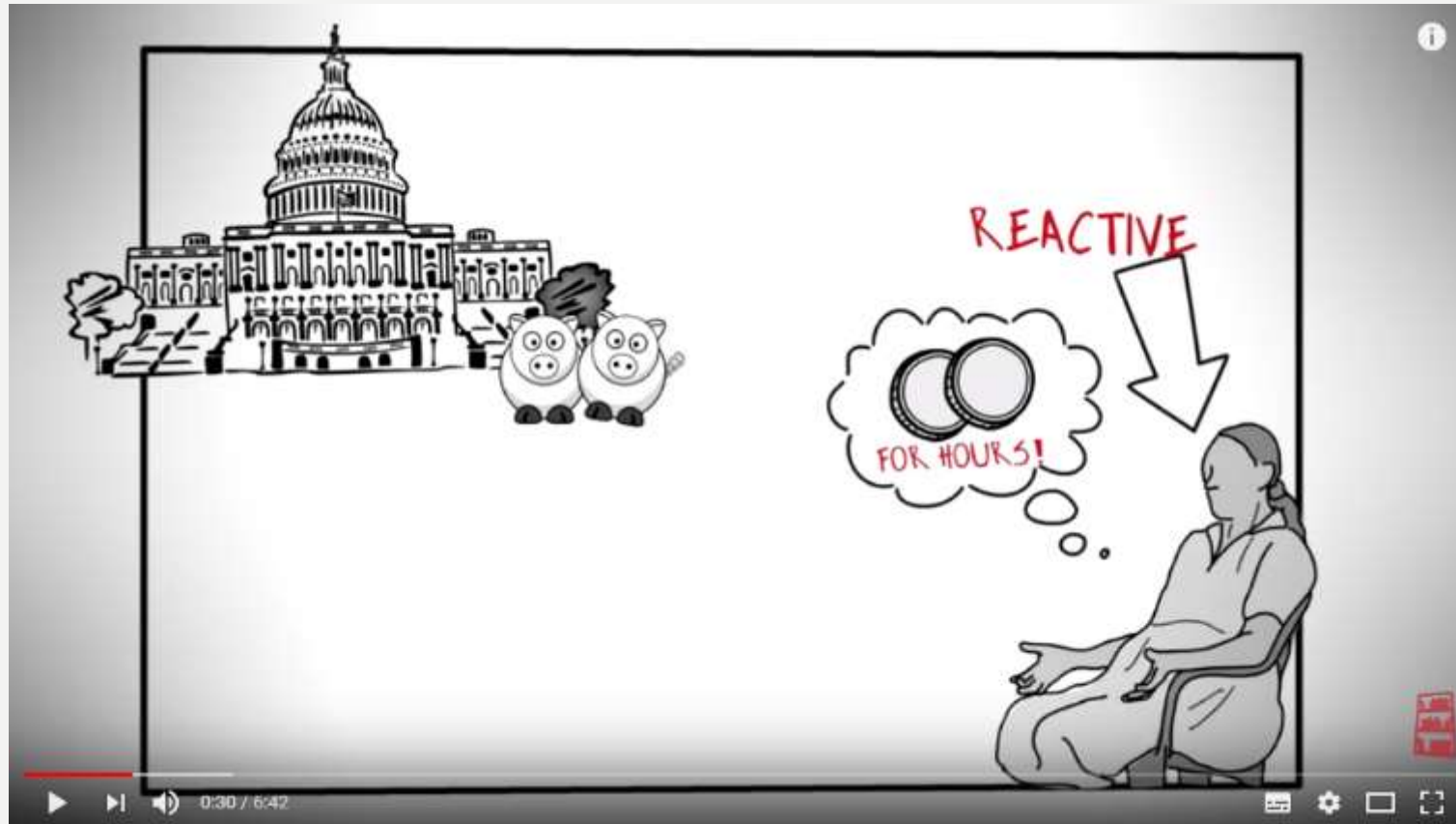
Dr Stephen R. Covey identifies 7 key habits, to help you be more effective.

1. Be Proactive
2. Begin with the End in Mind
3. Put First Things First
4. Think Win-Win
5. Seek First to Understand, then to be Understood
6. Synergise
7. Sharpen the Saw

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LEARNING TO LEARN



<https://www.youtube.com/watch?v=ktlTxC4QG8g&t=16s>

1. BE PROACTIVE



"I am not a product of my circumstances. I am a product of my decisions." – Dr Stephen R. Covey

Being proactive is about taking responsibility in life, being 'response-able'.

It is not your past which defines you, you can decide how to act and behave.

Proactive people use proactive language – I can, I will, I prefer...

Reactive people use reactive language – I can't, I have to, if only....



2. BEGIN WITH THE END IN MIND



"People are working harder than ever, but because they lack clarity and vision, they aren't getting very far. They, in essence, are pushing a rope with all of their might." – Dr Stephen R. Covey

Knowing and Visualising what your goals are. You don't want to be wasting time doing things that won't help you achieve your goals.

Keep your goals in mind, even if they are just small steps like reaching out to a friend, going outside to the shops, giving your CV to potential employers.

Keeping your goals in mind will help you visualise them, and motivate you to achieve them, the end is in sight!



3. PUT FIRST THINGS FIRST



"Putting first things first means organising and executing around your most important priorities. It is living and being driven by the principles you value most, not by the agendas and forces surrounding you." – Dr Stephen R. Covey

Knowing that it is ok to say 'no'. You need to focus on your priorities and doing things that to you are of most worth.

This will help you organise less important things around your 'first' things around your personal priorities.



4. THINK WIN-WIN



"In the long run, if it isn't a win for both of us, we both lose. That's why win-win is the only real alternative in interdependent realities." – Dr Stephen R. Covey

Win-win is about viewing life as a level playing field. It seeks benefit for everyone not just you, you can win without someone else losing.

People with a **win-win attitude** possess 3 vital character traits:

- **Integrity:** they stick to their true feelings, values, and commitments
- **Maturity:** they express their ideas and feelings with courage and consideration for the ideas and feelings of others
- **Abundance Mentality:** they believe there is plenty for everyone



5. SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD



"If I were to summarise in one sentence the single most important principle I have learned in the field of interpersonal relations, it would be this: Seek first to understand, then to be understood." – Dr Stephen R. Covey

When you are only trying to be understood you may ignore the other person completely. You pretend that you are listening, and only hear parts of the conversation and miss the meaning entirely.

We expect people to be similar to us and this makes us frame everything against our own point of reference. It is better to understand their point of reference in order to understand the other person. This helps them understand us.



6. SYNERGISE



“Synergy is better than my way or your way. It’s our way”– Dr Stephen R. Covey

Synergise: to combine or work together in order to be more effective, or to make things or people do this.

Two heads are better than one. You cannot achieve this with everyone. Be on the lookout for opportunities to create synergy.

This will help you gain new insight and improve your employment opportunities. Use your friends and networks to help you!



7. SHARPEN THE SAW (LOOKING AFTER YOURSELF)



"Renewal is the principle—and the process—that empowers us to move on an upward spiral of growth and change, of continuous improvement. “ – Dr Stephen R. Covey

This means looking after and improving your greatest asset: **YOU**. So how can you improve these aspects of your life, and how are they affecting you now?

Physical: How is Your **Physical** Health?

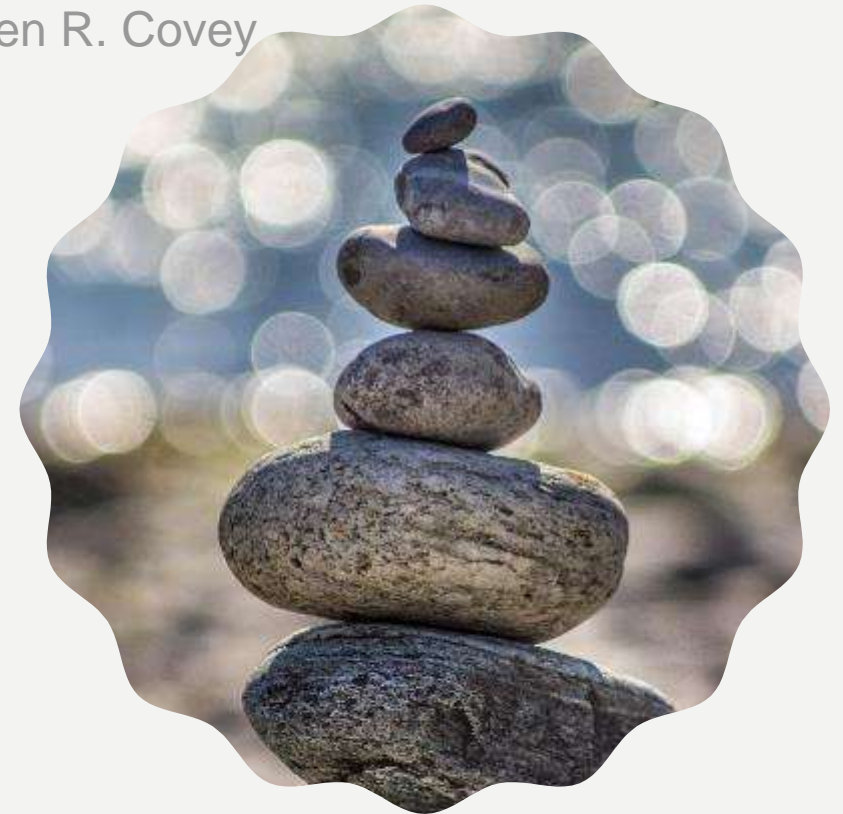
Social: How is Your **Social** Health?

Emotional: How is Your **Emotional** Health?

Mental: How is Your **Mental** Health?

Spiritual: How is Your **Spiritual** Health?

Financial: How is Your **Financial** Health?



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BREAKING HABITS

WHAT ARE HABITS?



- *habit*: an acquired behaviour or thought pattern that you have repeated so many times that it has become almost unconscious. Habits can be both helpful and harmful

BREAKING HABITS

GROUP DISCUSSION:

New Years Resolutions —
why do so we struggle to
stick to them?



WHY ARE BAD HABITS HARD TO BREAK?



- Habits form part of our unconscious, automatic thoughts that we have when we encounter a situation.
- Our unconscious thoughts are based on previous experiences. For example: situations we have encountered before often lead to repetitive actions.
- Bad habits are usually hard to break because they can begin as enjoyable activities, which we want to repeat.

STRATEGIES FOR BREAKING BAD HABITS



According to research it takes an average of 66 days for something to become a habit. (This can vary from 18 to 254 days, depending on the behaviour and the person.)

Here are some strategies for breaking bad habits:

STRATEGIES FOR BREAKING BAD HABITS



1. Choose the Right Approach

Some people find it effective to **quit a behaviour all at once**, while others have more success **limiting the behaviour slowly** over time – which will work better for you? **Be kind to yourself.** If you are looking for employment, it is stressful and having a positive outlook and combine well with positive good habits.



2. Create a Plan

You cannot just say I am going to stop doing this – you need to make a concrete plan. A good way to do this is to **incorporate** habit-breaking into your **personal goals** and take **small steps**.

STRATEGIES FOR BREAKING BAD HABITS



3. Put up Obstacles

You can break bad habits by putting obstacles in place that stop you from carrying out the behaviour? What obstacles can you think of?

4. Engage in Positive Behaviours

You can break bad habits by replacing them with positive behaviours. What examples can you think of?

5. Reward Yourself

Extrinsically motivate yourself by the thought of a reward at the end. How could you reward yourself?



STRATEGIES FOR BREAKING BAD HABITS



6. Involve Others

Consider asking positive people such as your family members and friends to help you break your bad habits.

7. Do not let setbacks get you down

Do not be hard on yourself if you experience setbacks. This is normal and part of altering your bad habits. Keep going and do not give up! The rewards will come!



EXERCISE:

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Fill in Habits Exercise Worksheet

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WEEK 2: Handout 1 – Habits Exercise

Habits Exercise

Questions	Answer
How long does it take to make a new habit?	
How long does it take to break an old habit?	

Questions	Name the Habits	Why?
What habits do you have that you would like to change?		
What habits do you have that you would like to keep?		
What new habits would you like to adopt and why?		



Time for a
Break



*“Almost everything will
work again if you
unplug it for a few
minutes... including
you”*

Anne Lamott



VAK COMMUNICATION STRATEGIES

VAK LEARNING PREFERENCES



The VAK Learning Styles Model was developed by psychologists in the 1920s to classify the most common ways that people learn:

1. **Visual:** a visually-dominant learner absorbs and retains information better when it is presented in, for example, pictures, diagrams and charts
2. **Auditory:** an auditory-dominant learner prefers listening to what is being presented. He or she responds best to voices, for example, in a lecture or group discussion. Hearing his own voice repeating something back to a tutor or trainer is also helpful.
3. **Kinaesthetic:** a kinaesthetic-dominant learner prefers a physical experience. She likes a "hands-on" approach and responds well to being able to touch or feel an object or learning prop.

EXERCISE:



WHAT'S YOUR LEARNING PREFERENCE?



WEEK 2: Handout 5 – Learning Preference Test

Learning Preference Test

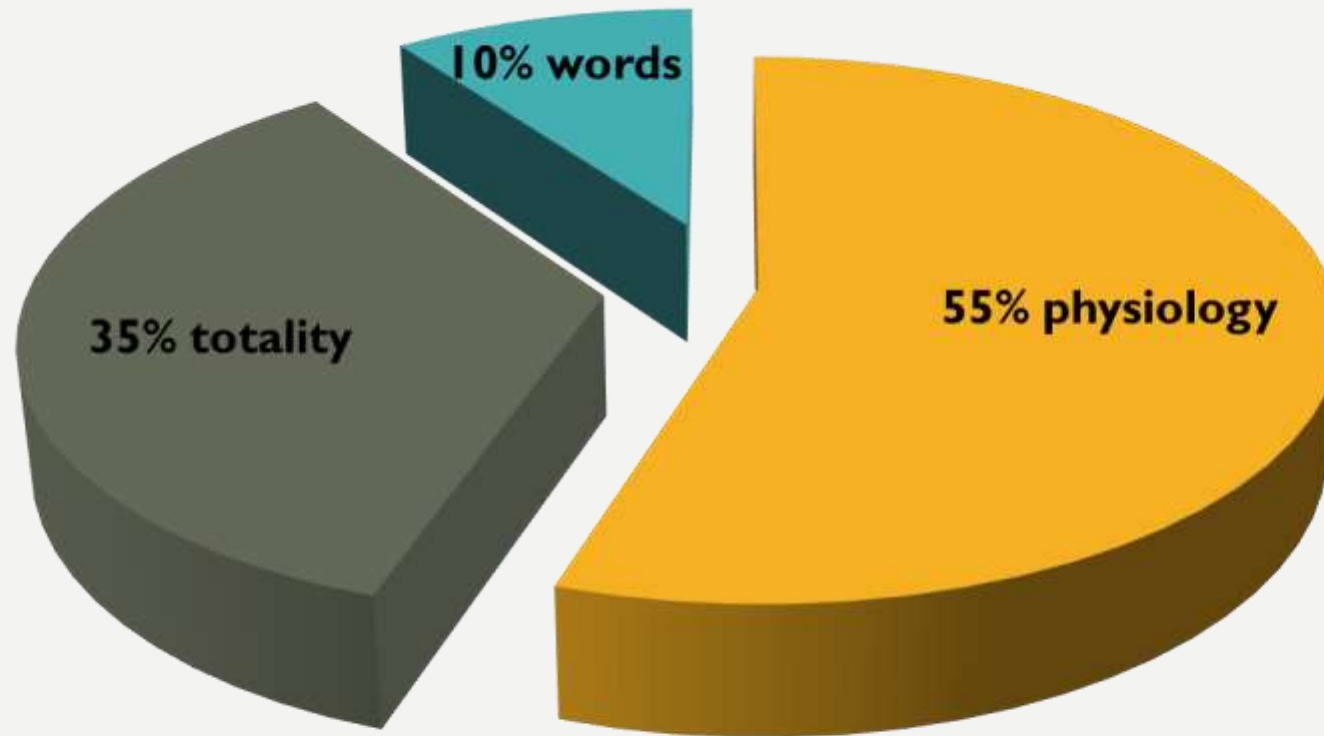
The VAK Learning Styles Model was developed by psychologists in the 1920s to classify the most common ways that people learn: visual, auditory, kinaesthetic. Use this test to find out which is your learning preference, though in practice, often we 'mix and match' these learning styles.

Circle/Tick the answer that best represents how you generally behave:

1. When I get new equipment, I don't know how to use, I generally:
 - a) read the instructions first
 - b) listen to an explanation from someone who has used it before
 - c) go ahead and have a go, I can figure it out as I use it
2. When I need directions I usually:
 - a) look at a map
 - b) ask for spoken directions
 - c) follow my nose and maybe use a compass



ELEMENTS OF OUR MESSAGE



ELEMENTS OF OUR MESSAGE



10% = WORDS we use	35% = TONALITY of voice	55% = PHYSIOLOGY
Think about / understand / logical connections	Tone (pitch) Up = Question Moderate-flat = statement Down = command	How we move / hold our body
Key words / phrases	Speed	Posture (spine and head tilt)
Sharing common experiences	Volume	Expression
Giving examples, or telling stories	Rhythm	Blinking
Predicates – see / hear / feel		Gestures
Values – Beliefs		Breathing

BODY LANGUAGE



https://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are#t-9578

BODY LANGUAGE



<https://www.youtube.com/watch?v=hWQNOB070ns>

EXERCISE:

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Body Language Exercise





Use Handout 6 to describe the different pictures.

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WEEK 2: Handout 6 – Body Language

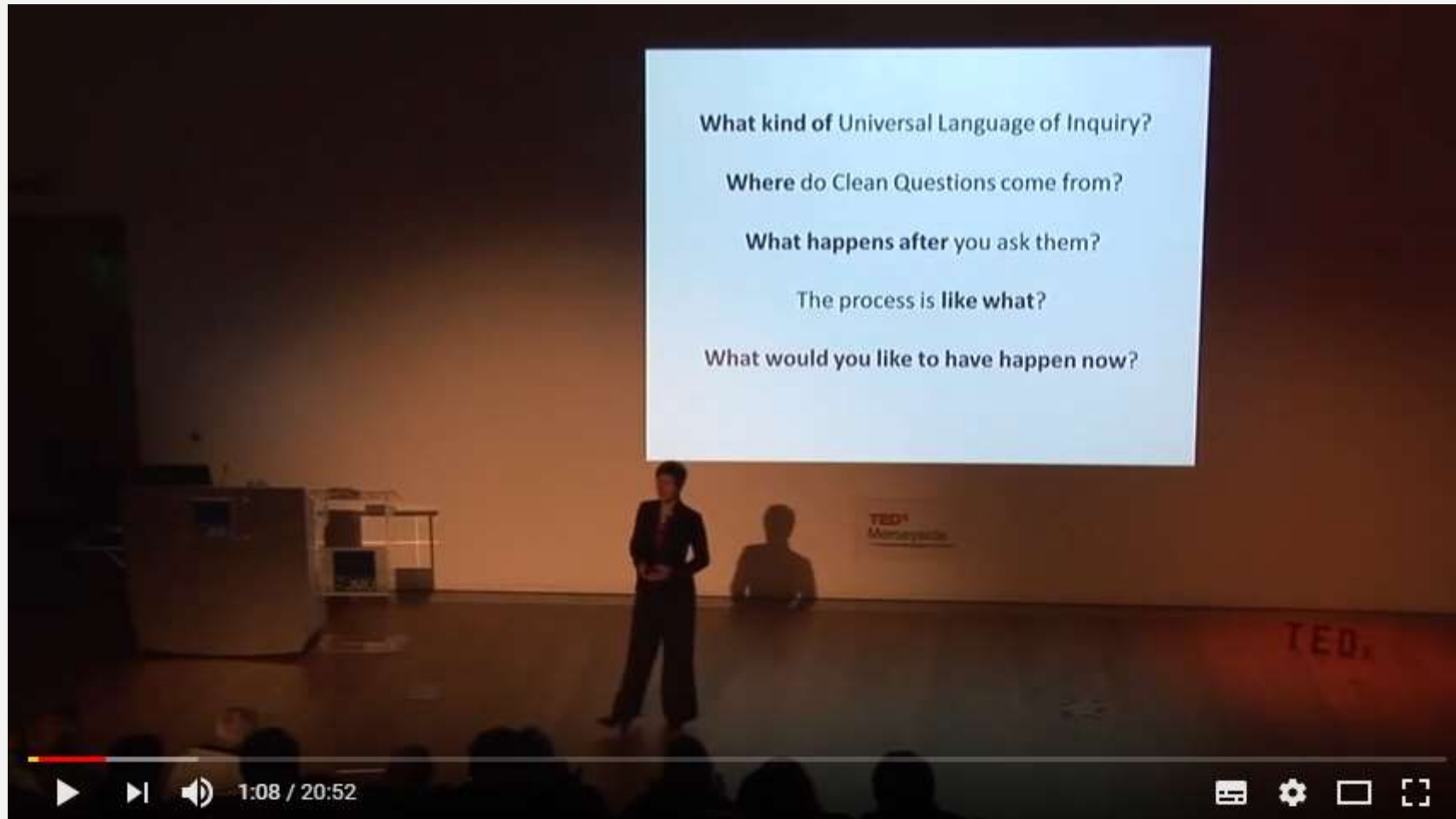
Body Language

Use words from the list, as well as any others you can think of, to describe these pictures.
Happy, Surprised, Bored, Joyful, Disgusted, Scared, Sad, Confused, Interested

			
This person is...	This person is...	This person is...	This person is...



CLEAN LANGUAGE



<https://www.youtube.com/watch?v=aVvcU5gG4KU>

CLEAN LANGUAGE



What is Clean Language?

- a simple set of questions developed by counselling psychologist David Grove
- questions are used with a person's own words to direct their attention to some aspect of their own experience
- asking questions in the right context often results in interesting new insights or recognition of new possibilities

Clean Language can be used to:

- clear up or avoid misconceptions
- clarify desired outcomes at the outset
- motivate people to take action
- uncover the structure of someone's thinking

CLEAN LANGUAGE



‘Try’ – has the presupposition built into it that you might possibly fail.

‘But’ – always negates what has just been said. Use ‘and’ instead.

‘Don’t’ – The truth is we cannot not think of something. Avoid typical instructions such as, Don’t run, Don’t shout, Don’t be late, Don’t talk.

Conversely, we can use negation to our advantage when communicating. If I say to a student “I don’t want to suggest that you can master this skill easily”, which internal representation do they have to create?

BUILDING RAPPORT



What is Rapport?

- ***rapport***: a close and harmonious relationship in which the people or group of people concerned understand each other's feelings or ideas can communicate well.
- **Synonyms**: affinity, close/special relationship, (mutual) understanding, bond, empathy, harmony, sympathy, link,
- **Derived from**: the French verb rapporter, which means 'to return or bring back'.

“I’m like you therefore you can like me.”

- The basis of rapport is that when people are like each other, they like each other. When you like someone, you are more willing to assist them in getting what they want.

BUILDING RAPPORT



When is Rapport Needed?

- Anywhere you interact with other people, but it is vital in job interviews.
- Rapport is about making a genuine and strong connection with another person. You know you have good rapport when you experience a sense of trust and respect and when you engage comfortably with someone else.

The Outcomes of Rapport:

- The other person is at ease
- Leads to a Win/Win situation
- Conversation flows
- Positive body language

BUILDING RAPPORT



How can you Build Rapport?

Rapport must be a two-way connection between people, so it's not something that you can create by yourself. You can, however, learn how to stimulate it by following these six steps:

1. **Check Your Appearance:** your appearance should help you to connect with people, not create a barrier
2. **Remember the Basics of Good Communication:** smile, relax, remember their name, hold your head up and maintain a good posture, listen carefully and attentively, don't outstay your welcome

BUILDING RAPPORT



How can you Build Rapport?

3. **Find Common Ground:** use small talk to find something you both share.
People often like talking about themselves so the more genuine interest you show in them, the more likely they are to relax and 'open up'. Just sharing your frustration about the traffic that you experienced on your way or complaining about the weather can help you build rapport.
4. **Create Shared Experiences:** this could be as simple as attending the same training event together, or working together to define problems, come up with solutions, sharing the experience can help bring you together.
5. **Be Empathetic:** this is about understanding other people, and seeing things from their perspective.

MANAGING TASKS



MANAGING TASKS

GROUP DISCUSSION:

Why is managing and organising tasks important?



MANAGING AND ORGANISING TASKS



- Think about your organisational skills. What skills do you have and what skills do you use?
- Think about your life experiences and work experiences, for example do you plan, do you make appointments and keep to them, do you delegate them?

EXERCISE:

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FOR EXAMPLE DO YOU HAVE A
DIARY?

DO YOU HAVE A TO DO LIST?

DO YOU HAVE AN ACTION PLAN?

ARE YOUR TASKS ORGANISED?

DO YOU PRIORITISE YOUR TASKS?

DO YOU TICK OFF THE TASKS THAT
YOU HAVE ACHIEVED?

DO YOU FINISH ALL THE TASKS ON
YOUR TO DO LIST?



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TAKING STEPS IN THE RIGHT DIRECTION



TAKING STEPS IN THE RIGHT DIRECTION



- How can we make our goals **SMART**?
- Look at your current goals, choose one that you can work on in particular, how can you break down the goal into smaller steps.
- How will you know if you are succeeding?

EXERCISE:

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QUALFY

WEEK 2: Handout _ — Footsteps Exercise

Footsteps Exercise

Making Positive Changes – 3 Steps to Change

Complete the footsteps exercise and commit to 3 positive changes that you would like to make. Think about your current situation. Do you want to change your life? What can you do? What do you need to work harder at? Is it your confidence? Is it how you present yourself? Do you need to learn a new skill to help you get your dream job?



Change 1



QUALFY

STAYING MOTIVATED; STAYING POSITIVE

TURNING NEGATIVES INTO
POSITIVES



TURNING NEGATIVES INTO POSITIVES



- What are the benefits of being highly motivated?
- What opportunities are available if you think negatively?
- What opportunities are available if you think positively?
- What can you do to think more positively about yourself?
- How can you believe in yourself more?
- What could you do to improve your promotion prospects at work?
- What steps can you take to work towards your dreams/ambitions?
- Who can help you?
- How will you know if you are on track?

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PUTTING INTO PRACTICE



PUTTING INTO PRACTICE

GROUP DISCUSSION:

How could you use some of the tools discussed with your clients?



LEARNING LOG



Fill in the Learning Log

- An independent record of your own learning
- The Learning or Job Log can produce positive changes associated with self reflection
- It helps you become more aware of how you learn and achieve changes



HOMework



Think about how you could use some of the tips and tricks and share with the group at the next section.



EVALUATION

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- Please fill in Session Evaluation Form
- This helps us know what works, and what doesn't and helps us improve the course for future learners.



NEXT WEEK



- WEEK 3 - Brand You, Networking, Relational Competence, Social Media and Professionalism
- When:
- Where