



## 20 Minute Tips

Series addressing common management issues, providing actionable tips and tools

# *Tap Into Your Employee's Motivators*

## How to Use This Guide

Goal: Identify your employee's internal motivations

1. Get to know your employee with **introductory** questions prior to asking deeper questions.
2. Use one or more questions at a time
  - Questions can be asked in many environments, either individually or in a team setting
    - ❖ During regular one-on-one meetings
    - ❖ At lunch
    - ❖ On a walk
    - ❖ During a performance review
    - ❖ In a team meeting
    - ❖ Have a colleague ask, and then share with the team
3. Take notes about what the employee has said
4. Listen actively; Ask follow up questions as necessary. Listen to understand, not judge
5. Identify themes across the questions for your employee. Some potential themes could be around:
  - Purpose and meaning
  - Autonomy
  - Strengths and growth
  - Inclusion and belonging
  - Recognition
6. When evaluating your employee's tasks, attempt to align the work with the themes above

# Get to Know Your Employee

Question	Notes
How are you? How is life outside of work?	
How do you feel your work / life balance is right now?	
Do you have any holiday traditions?	
What do you like to do in your free time?	
What are your hobbies?	
What made you decide to look for a job in Long Term Care?	
What did you want to be when you grew up?	
Who do you really admire? Why?	
What is your favorite part of living in your neighborhood?	
If you could go anywhere in the world, where would it be?	



# What Are Your Strengths?

Question	Notes
What activity do you volunteer for because you feel you are best at it?	
What has gotten you noticed by other leaders?	
Which work activities require less effort?	
What accomplishment has made you most proud?	
What do you get complimented on?	
What would your family/friends say are your top 3 strengths?	
What do your co-workers come to you for? What kinds of questions do they ask you?	
What has been your biggest professional challenge? How did you overcome it?	
What is one of your unusual or unexpected talents?	
What do you admire most in others?	



# What Do You Enjoy?

Question	Notes
In a typical workweek, what do you look forward to doing?	
You could work anywhere – what keeps you coming back here?	
How do you like to be recognized for great work?	
If you could design your job, how would you spend your time?	
What do you need from me to do your best work?	
Do you have the opportunity to do what you do best every day?	
Which of your talents are you not using in your current role?	
Are you able to be creative in your job? How?	
How can we as a team be more effective?	
Do you feel over-worked, under-worked, or just the right workload?	



# What Feels Most Useful?

Question	Notes
In a typical workweek, what do you look forward to doing?	
What task energizes you?	
How does your work impact the residents?	
What have you done at work that has made you most proud?	
What is important to you about our mission?	
What task would you eliminate and why?	
Do you feel a sense of purpose in your job?	
What work do you think our organization recognizes as valuable?	
When you have a creative idea or epiphany, what do you do with it?	
Tell me about one person who is better off for having worked with you.	



# What Gets You Closer to Your Goals?

Question	Notes
How would you like to grow within this organization?	
What have you learned recently?	
What have you taught someone recently?	
What have you accomplished recently that will help you get to you on your career journey?	
How is working here supporting your overall life goals?	
Are you happy with your career progression here?	
What skills would you like to work on most right now?	
What's one thing we could do today to help you with your long term goals?	
Do you feel challenged at work? Are you still learning new things?	
What work are you doing here that you feel is most in line with your long term goals?	

# What Relationships are Impactful?

Question	Notes
What do you like about this team?	
How could we be even better at teaming?	
Do you have a mentor at work?	
If you could build an all-star team, who would be on it?	
How well do you feel you know your co-workers?	
Do you feel like you have opportunities for “water cooler” type discussions with the team?	
Who do you typically go to for help? Why those people?	
What’s one thing we could do today to help you with your long term goals?	
Who in the company would you like to learn from? What do you want to learn?	
Do you give and receive feedback with your colleagues?	





# Themes and Key Words

Question	Notes
Purpose and meaning	
Autonomy	
Strengths and growth	
Inclusion and belonging	
Recognition	
Key Words  (i.e. Challenge, work/life balance, promotion, tired, burned out, fun, compassion, creative, residents, passionate, curious)	



# Tasks and Alignment

Question	Notes
Does this employee have an opportunity to use their strengths?	
Does this employee love (at least some) of what they do?	
Is this employee motivated? How do you know?	
How can you foster this employee's internal motivation?	
What should you be sure to recognize in this employee?	
Does this employee have positive relationships at work? What working relationships should you foster?	
Other notes:	

