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| Title: | **Motivating people in the workplace**  |
| Level: | 4 |
| Credit value: | 2 |
| Unit guided learning hours | 6 |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand the factors that may affect performance and motivation in the work place
 | 1.11.2 | Evaluate theories of motivation relevant to your workplaceEvaluate the principal factors that may affect performance and motivation in the workplace |
| 1. Be able to improve levels of motivation and increase performance in the workplace
 | 2.12.2 | Select a theory of motivation and apply this to your workplaceEvaluate the impact of applying the theory of motivation on performance in the workplace |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To be able to examine how levels of motivation can be improved to increase performance in the workplace. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2004 NOS |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) | M4.07 Motivating People in the Workplace |
| Location of the unit within the subject/sector classification system | 15.3 Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Theories of motivation, including ‘Content’ and ‘Process’ theories, and their application to teams and individuals
* Factors that affect performance and motivation (individual differences/needs, manager behaviour, the job and organisational context etc)
* Assumptions about human behaviour and the limitations of traditional theories of motivation
* Case studies and research evidence on using motivation theory in the workplace
* Styles and patterns of behaviour at work
* Individual motivation and team motivation and potential conflicts between the two
* Incentive systems and the impact on performance
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| 2 | * Theories of motivation and their application to teams and individuals
* Understanding how individuals and teams are motivated
* Tools and techniques for the identification of different motivational needs
* Range of techniques to motivate individuals and monitor performance
* Positive approaches to offset negative attitudes in the workplace
* Measures for evaluating performance such as productivity, quality, cost, time
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