

THE EXTRA POINT

BY JERRY ROBERTS



1667 Manager Misconceptions 1: Lack of Motivation

In nearly three decades of training workers in Guam, from the front line to management, I've learned that both groups, generally speaking, see each other in certain ways. And, of course, they feel that they're seeing these things clearly. However, when you begin to dig in a bit, you find that many people in one group feels the other group doesn't see so clearly, and that they have misconceptions. We're going to spend some time on this topic, looking at both sides, and you might see yourself. I'm Jerry Roberts and that's next on the Extra Point.

Management Misconception #1. In many workplaces, a significant misconception held by managers is that employees lack motivation. What we're really talking about in most cases is that managers believe workers do not care about their work.

Is this a problem? Yes, because once we think someone doesn't care, this can easily take us to ongoing negative assumptions about the employee's dedication and commitment.

It works like this: You're my boss and you think I'm lazy, a clockwatcher, that I stretch short jobs into long jobs, and I have zero interest in my work or the organization. Have you ever had such a thought about anyone you've worked with?

Second question: Did that thought stay with you until they left or were terminated, or did some event take place that changed your mind about the worker? This is how it goes.

However, some workers might tell us to slow our roll here. They might say they do care, they are interested in their work and want to succeed. That these negative feelings on the part of others are a result of misconceptions.

They say he reality is that motivation can be significantly influenced by an employee's environment. If workers feel unsupported or

unrecognized, the flame of their enthusiasm may flicker, and eventually die out. In example, a lack of feedback, inadequate resources, or insufficient recognition for their achievements can lead to disengagement.

Their manager might see productivity fall off and assume it stems from a lack of motivation, rather than considering external factors that could be impacting their team's performance.

Sometimes, this is jumping to conclusions that we've been conditioned to go for first, before looking for any other factors. We're human, and a very human thing is to go for the low-hanging fruit whenever possible. In this case, the low-hanging fruit — or easiest conclusion — is the worker is lazy and a problem.

Author Simon Sinek believes that employees are more engaged when they understand the purpose behind their work, and feel connected to their job.

In our course *RPM: Recognition, Praise, and Motivation*, I advise managers to take every new hire and draw a connection from their job to the organization's bottom line. How does what they do every day matter when it comes to making a profit?

Besides that, managers should actively seek to understand what motivates employees. There are a ton of things a manager can do to juice the working spirits of someone who does want to do well.

Are there workers who don't care and show all the negative characteristics mentioned earlier? Absolutely.

However, the belief that most employees are lacking in motivation is a misconception puts us in the wrong mindset, and it's tough to get past that.

(Con't.)

Sometimes, we judge a worker as being worthless and that belief influences how we look at them and talk to them, and they come to the conclusion that we don't like them — and they turn negative.

It can all start with a simple misconception. Addressing it is beneficial for the employee and the manager.

One more thing. Do you think anybody else could be observing what is going on? You better believe it. People are always watching, and thinking, "Could that happen to me?"

Tomorrow, the misconception many managers have for how employees see change.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

###

For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

