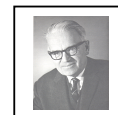


HERZBERG'S MOTIVATOR FACTORS



ACHIEVEMENT	
I constantly look for opportunities to praise high performance with individuals, because I understand the positive impact this has on confidence & motivation levels	
I consistently celebrate high performance levels with the team and individuals	
I look for opportunities to communicate individual and team success beyond our own department	
I help people achieve closure with tasks that are dragging on	
RECOGNITION	
I point out the good as well as the bad things about individual performance	
I give unconditional praise for work well done (<i>this means no 'but's at the end...</i>)	
I praise individuals in front of others	
I look for ways to demonstrate that I've noticed good things people are doing	
I often make small & subtle physical gestures – like a thumbs up or light touch on the arm – to acknowledge good performance 'in the moment'	
GROWTH	
I make changes to work-streams in order to provide opportunities for personal growth	
I deliberately select a different or difficult task for someone to do on the basis that it will stretch and develop them	
I provide different levels of stretch and growth for each individual, depending on where they sit on the Performance Potential Grid	
I keep an eye on whether or not individuals themselves want changes in their work to give them more stretch and development	
PROMOTION	
I consider each member of my team for increases in responsibility that become available	
I consider each member of my team for promotion opportunities that become available	
I help individuals understand why they have not been given additional responsibilities or promotion and let them know what they need to do differently going forward	
I provide coaching for individuals considered for increased responsibilities or promotions as they arise	
I consistently look for opportunities to promote from within	
RESPONSIBILITY	
I ensure people clearly understand what they are responsible for	
I clarify where my responsibility ends and theirs begins	
I regularly check that all individuals have the necessary authority to get the support and resources they need to fulfil their responsibilities	
WORK ITSELF	
I coach individuals to help them achieve success and pleasure from the work itself	
I constantly look for opportunities to make the work varied and interesting	