

# MOTIVATING OTHERS

Component Description	Objectives
<ul style="list-style-type: none"><li>◆ Understanding Motivation</li><li>◆ Setting Clear Goals And Objectives</li><li>◆ Negotiating A Contract For Performance</li><li>◆ Generating Energy And Enthusiasm</li><li>◆ Building Trust</li><li>◆ Dealing With Difficult Employees And Customers</li><li>◆ Gaining Commitment</li><li>◆ Constructive And Destructive Criticism</li></ul>	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none"><li>– describes what motivates people</li><li>– set clear goals and objectives</li><li>– negotiate performance</li><li>– describe essential techniques for motivating staff</li></ul>

