

KEYS TO MOTIVATING

This section of the report was produced by analyzing Clay's wants. People are motivated by the things they want; thus wants that are satisfied no longer motivate. Review each statement produced in this section with Clay and highlight those that are present "wants."

Clay wants:

- Better planning and fewer changes in the organization.
- High quality work standards.
- To be recognized for his continuance of quality work.
- An environment where he does not have to show emotions.
- Information in logical order.
- To be part of a quality-oriented work group.
- Operating procedures in writing.
- Precision work to perform.
- Tangible evidence of effort.
- Reassurance he is doing the job right.
- Respect for his quiet manner.
- A manager who follows the company policies.
- Straight talk supported with facts.