

# Personal Growth...

A Newsletter for All Staff

## What Motivates You?

### BEHAVIORAL OBJECTIVES

AFTER READING THIS LESSON THE LEARNER WILL BE ABLE TO:

1. Discuss internal and external forces of motivation.
2. Describe the influence of basic human needs on motivation.

*Motivation is reason, incentive, enthusiasm, or interest that causes a specific action or certain behavior. Everyone is motivated by different things at different times and in various situations. At work, you may be greatly motivated by your paycheck, while a co-worker may be motivated much more by recognition of a job well done. What motivates you to work?*

*Commonly, motivators are a blend of internal and external forces, with the differences not always being sharp. Motivating forces, within and/or outside a person, initiate behavior and drive people to action. For example, internal motivating force might be, "I need to work, particularly in this economy, in order to help provide for my family" or "Doing a good job and getting recognition makes*

*me feel good about myself." Motivating forces can also be external - "If I don't do my job, they might fire me and I wouldn't be able to pay my bills."*

*This lesson will discuss motivation, including internal and external motivating forces. The influence of basic human needs on motivation will be emphasized.*

- 100% of employees are capable of an unlimited supply of motivation, and therefore, job satisfaction.
- 80% of employees could perform significantly better if they wanted to.
- 70% of employees are less motivated than they used to be.
- 50% of employees only put enough effort into their work to keep their job.

### MOTIVATION

Do you only show respect to customers because you'll be rewarded at your yearly performance evaluation or is it because it's the right thing to do? Motivational forces are those factors which have the effect of triggering a specific action.

Internal motivation forces are at work when people are compelled to do something out of pleasure, importance, or desire. Intrinsic motivation occurs when internal factors compel the person to do something, such as to act responsibly.

The person who is internally motivated is said to be self-motivated or self-directed. They will take the initiative without being told to.

External motivational forces are those factors that come from outside that influence one's behavior to act. External motivators can be either positive or negative. Salary, benefits, working conditions, supervision, policy, and relationships are all externally motivated needs. An external motivator, such as fear, is a negative motivating force for a very short time. Scare tactics, such as getting yelled at by the boss, may "light a spark" under an employee, but not for any length of time.

Most of the time, situations are a combination of internal and external factors. For example, hunger, in part, may be signaled by internal changes, such as stomach growling or feeling dizzy and light-headed. However, motivation to eat is also heavily influenced by what foods are available to eat. Some foods are more desirable than others, such as for many "comfort" foods, and exert an influence on our behavior toward them.

### RECOGNIZING BASIC NEEDS

Motivating forces can also be described as a drive to satisfy basic human needs. These basic human needs are internal, but are sometimes met by external forces. Maslow, a theorist on human behavior, believed each person has five categories of needs. These are described in a hierarchy where one need must be satisfied before meeting another. And, when situations change, individuals move up and down the hierarchy of needs.

**Physiological needs** - Basic needs for the body, such as food, shelter, air, water, sleep, warmth, elimination and oxygen, must be satisfied to survive. These needs motivate us, at least initially, to work in order to receive a paycheck. Money, necessary for survival, allows us to eat, have a roof over our heads, pay the power bill and clothe ourselves because of your actions. Customers don't distinguish between you and your healthcare facility, in and out of work. Nor should they.

**Safety needs** - When the physical needs are reasonably satisfied, individuals turn to thinking about feeling safe and establishing stability and security. For example, we need the security of a home, family, friends, as well as responsible and trustworthy co-workers at our jobs. If in the work environment there is a backstabbing co-worker or a "tattletale", the person targeted cannot move to the next level because he or she is

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## POPULATION/AGE-SPECIFIC EDUCATION POST-TEST

### Personal Growth

For All Staff

Sample 2022

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Unit#: \_\_\_\_\_

Employee ID#: \_\_\_\_\_

Competency: *Demonstrates Population/Age-Specific Competency by correctly answering 9 out of 10 questions related to What Motivates You?*

### WHAT MOTIVATES YOU?

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1. Which of the following behaviors is typical of a motivated employee?
  - a. Bored behavior
  - b. Constantly tardy
  - c. A positive attitude
  - d. Poor eye contact with others
2. Approximately 50% of employees only put enough effort into their work to keep their job.
  - a. True
  - b. False
3. Supervisors who yell at employees are better able to motivate them, than the employees can motivate themselves.
  - a. True
  - b. False
4. Motivation at work is best defined as:
  - a. an action.
  - b. a paycheck.
  - c. praise.
  - d. fear.
5. Needs which are already satisfied usually do not motivate people.
  - a. True
  - b. False

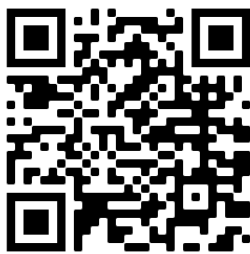
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