



SMG 264: Motivation and Productivity

This course examines methodologies used in the workplace to obtain sustained peak performance from employees. Course content will review effective supervisory techniques and communication strategies. Participants will examine alternatives to “command-and-control” and “management-by-compliance” management approaches. The concepts of feedback and intrinsic (as opposed to extrinsic) rewards are emphasized as the foundation for a highly motivational work environment. Emphasis is on the role of the supervisor and the interaction between supervisor and the employee in building a highly motivational workforce. This course is part of a 5 course Leadership Development Certificate program awarded by Tacoma Community Colleges (TCC).

Length: 33 Hours (3 College Credits)

Learning Objectives:

- Identify factors which influence employee behaviors in the workplace.
- Discuss techniques for meeting the needs of employees.
- Explain the importance of effective communication skills in building motivation and productivity.
- Identify techniques for improving the performance of an “unmotivated” employee.

Course Textbook:

- *Intrinsic Motivation at Work: What Really Drives Employee Engagement (Kenneth Thomas)- Second Edition (2009)*