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- Listen to everyone; you never know when something important will be said.
- Listen for threads that weave through comments. They may signal an important point.
- Listen for ideas the instructor likes and for encouraging comments, such as "You make a great point" or "I like your idea."
- Take notes when the instructor rephrases and clarifies a point.



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| <i>Cues</i> | <i>Notes</i> |
| <i>Summary</i> | |

Understanding Employee Motivation

Why do some workers have a better attitude toward their work than others?

Some managers view workers as lazy; others view them as motivated and productive.

Maslow's Hierarchy



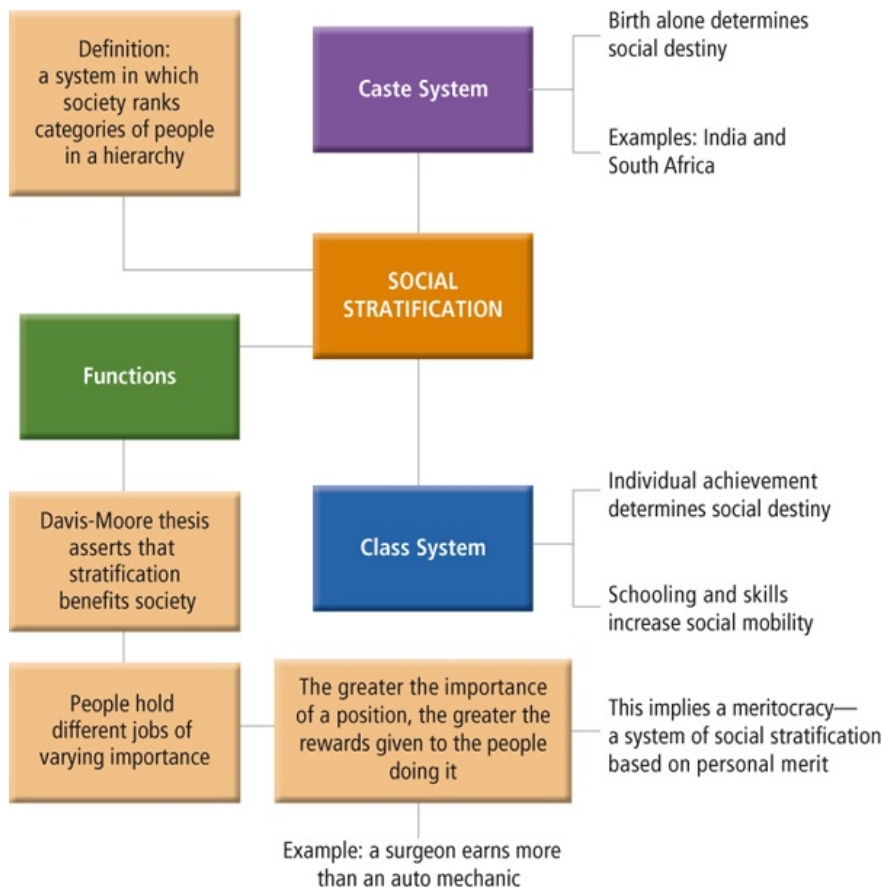
Purpose of motivational theories

- To explain role of human relations in motivating employee performance
- Theories translate into how managers actually treat workers

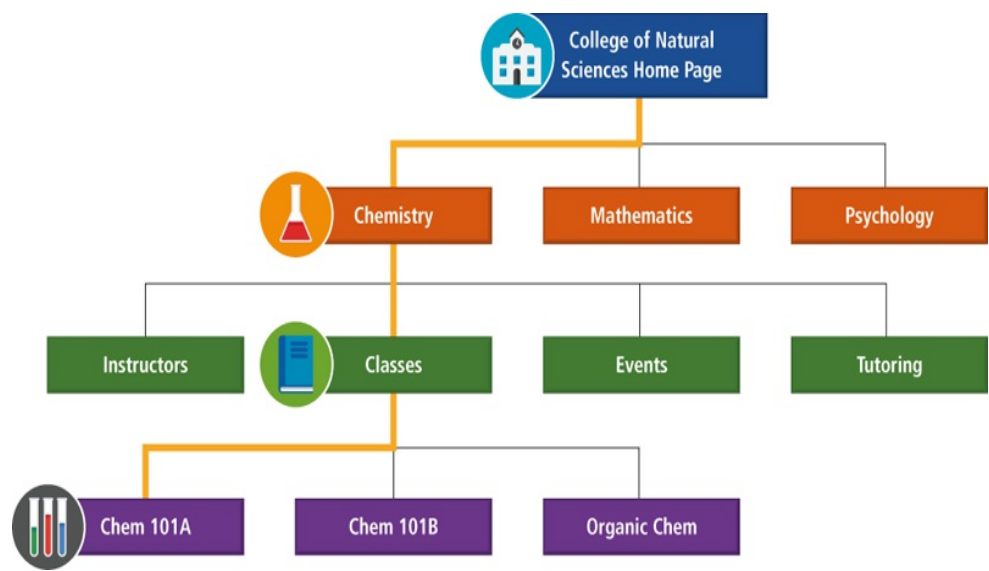
2 specific theories

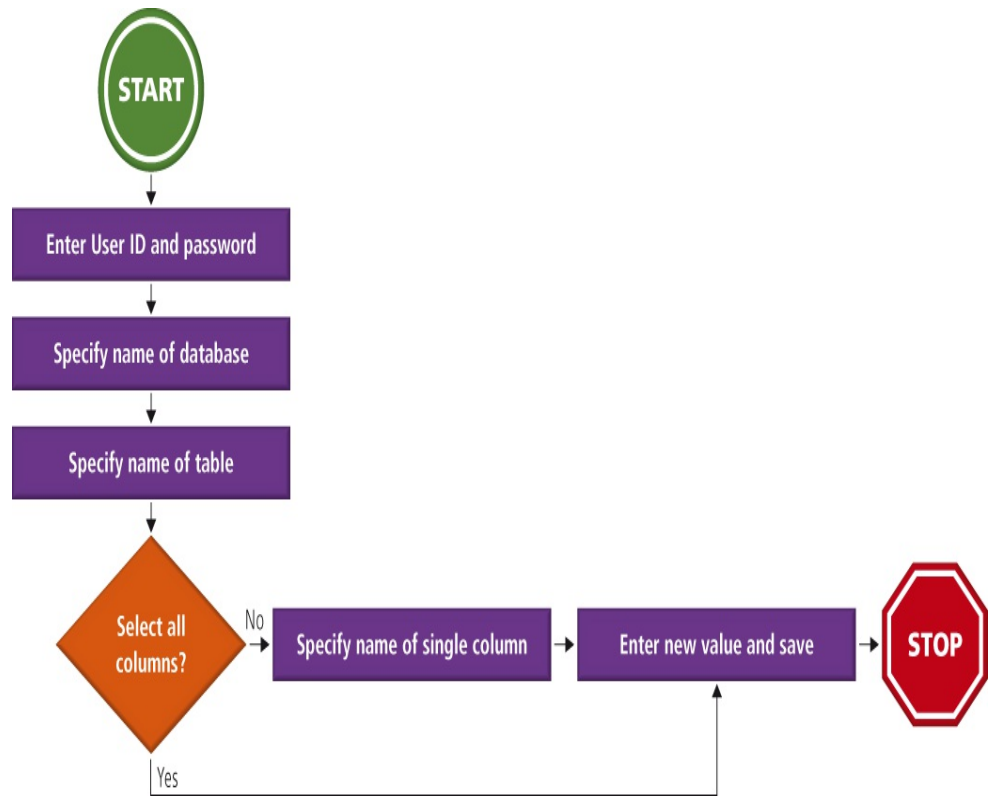
- Human resources model, developed by Douglas McGregor, shows that managers have radically different beliefs about motivation.
 - Theory X holds that people are naturally irresponsible and uncooperative
 - Theory Y holds that people are naturally responsible and self-motivated
 - Maslow's Hierarchy of Needs says that people have needs in 5 different areas, which they attempt to satisfy in their work.
 - Physiological need: need for survival, including food and shelter
 - Security need: need for stability and protection
 - Social need: need for friendship and companionship
 - Esteem need: need for status and recognition
 - Self-actualization need: need for self-fulfillment
- Needs at lower levels must be met before a person tries to satisfy needs at higher levels.
- Developed by psychologist Abraham Maslow

Two motivational theories try to explain worker motivation. The human resources model includes Theory X and Theory Y. Maslow's Hierarchy of Needs suggests that people have needs in 5 different areas: physiological, security, social, esteem, and self-actualization.



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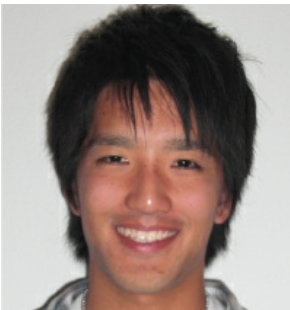




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