

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**PARTNERSHIP
OF HEROES**

MAY 1-4, 2017 • GARDEN GROVE, CALIFORNIA

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

Exploring Motivation for the Executive Leader

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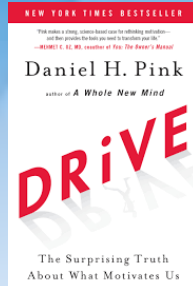
Objectives

Upon completion of this workshop, you will be able to:

- Compare & contrast traditional views on employee motivation with 21st century views
- Explain the surprising truth about what motivates us
- Identify the three key elements of motivation
- Explain the difference between intrinsic & extrinsic motivation
- Develop a plan to incorporate this new approach to motivation within your organization

DRiVE: Daniel H. Pink

- Daniel Pink – named one of the “top 10 business thinkers in the world”
- DRiVE Published in 2009
- NY Times, Wall Street Journal, Boston Globe, LA Times, Washington Post, SF Chronicle bestseller
- Draws on four decades of scientific research on human motivation
- Challenges conventional theories of motivation
- Amazon.com bestseller for 2010 & 2011



Traditional Motivation Model



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Traditional Motivation Model

Beatings will continue
until
morale improves.

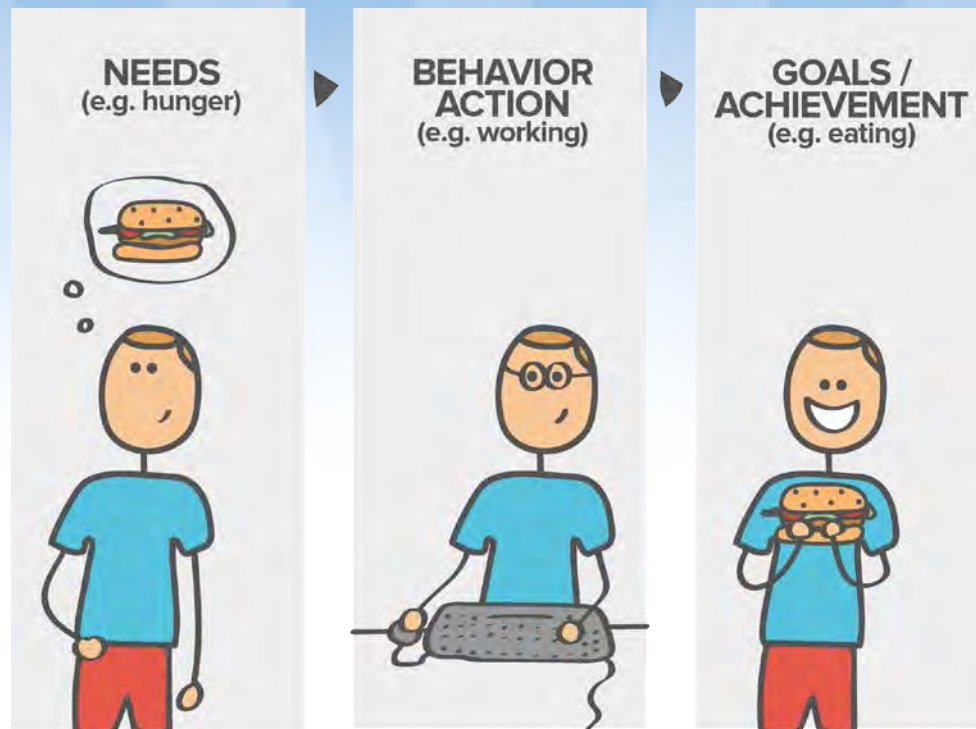
Really?

Traditional Motivation Model

What type of motivation model is inherent in government?

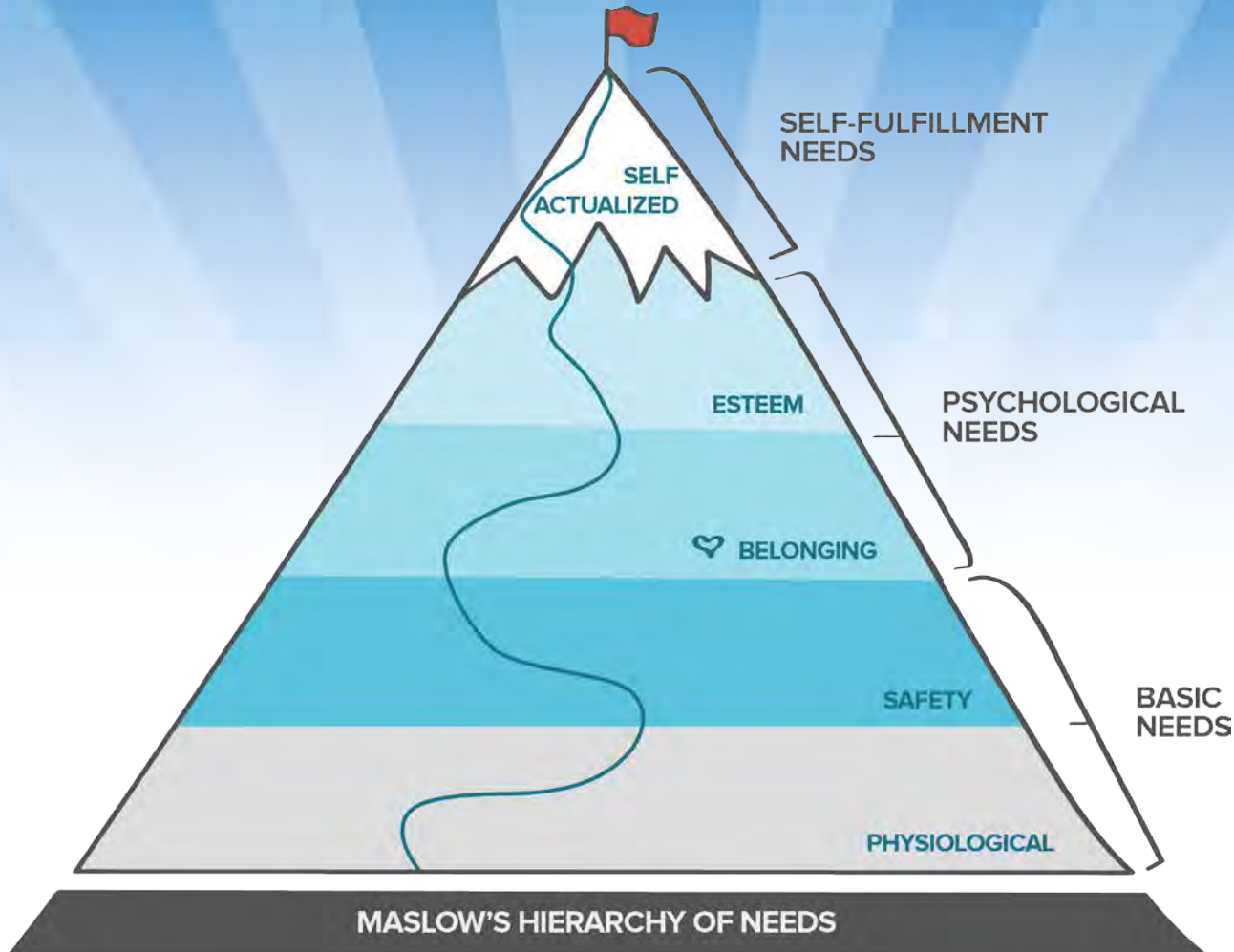
What is a basic model of motivation?

Your motivation to act comes from your need.



Maslow's Hierarchy of Needs

Are all needs equally important?



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Intrinsic vs. Extrinsic

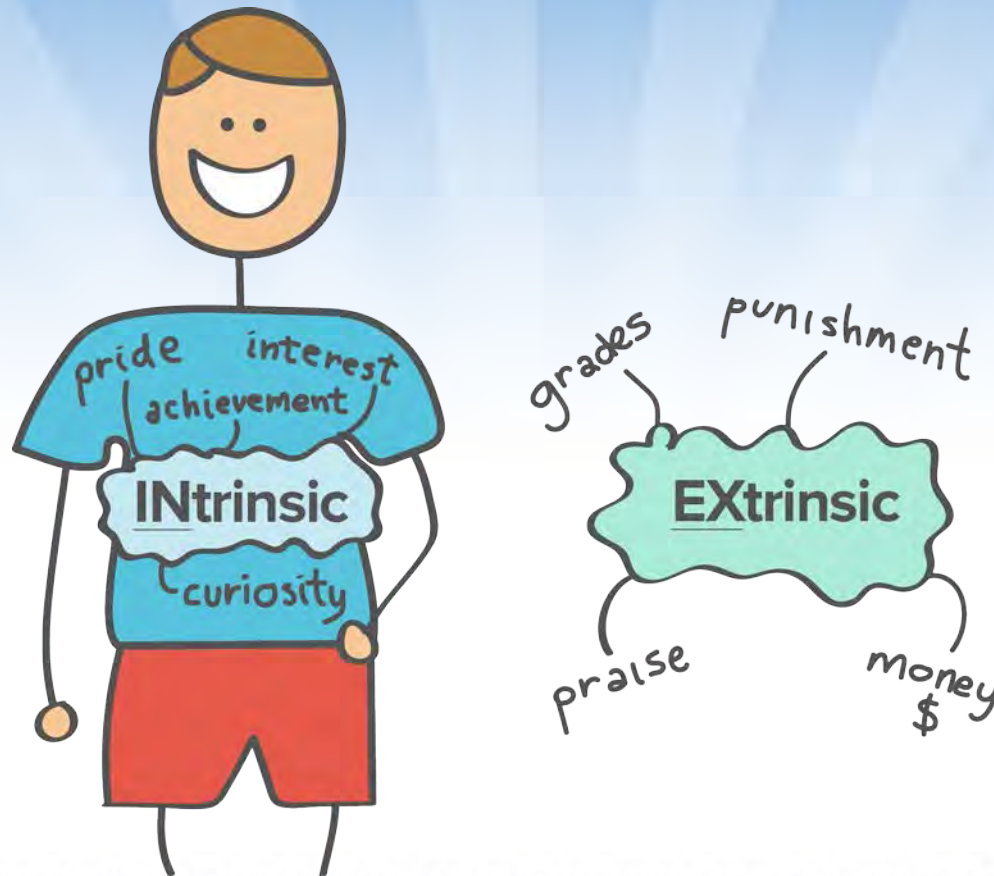
What is the difference between intrinsic and extrinsic motivators?

Intrinsic motivation: based on internal factors
(what you like, what makes you happy, etc.)

Extrinsic motivation: based on external factors
(money, rewards, approval, etc.)

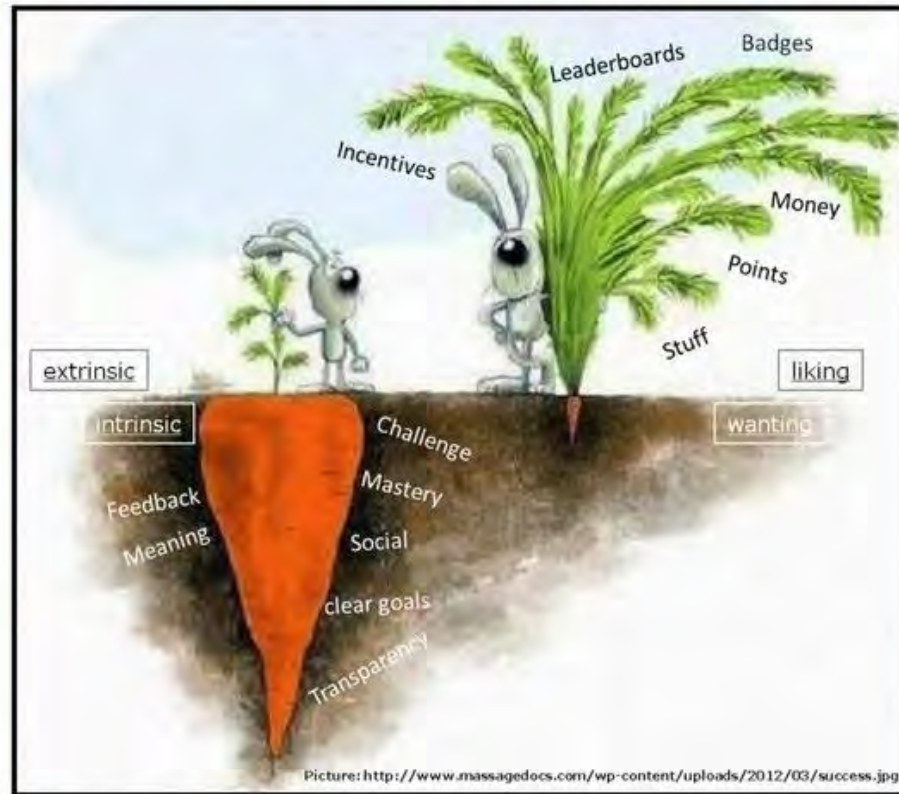
Intrinsic vs. Extrinsic

What is the difference between intrinsic and extrinsic motivators?



Intrinsic vs. Extrinsic

Gamification



„It is awesome to have both. But the priority should be obvious.“

(Roman Rackwitz)
CEO Engaginglab

Motivation

it's not always what you see.

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The Surprising Truth about Motivation

What really matters when it comes to motivation?

RSA Animate presents:

<https://youtu.be/u6XAPnuFjJc>



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Three Key Elements of Motivation



Autonomy



Mastery



Purpose

Autonomy

Freedom to exercise personal choice.

- Feel a part of it – vested – sense of ownership
- Significance positive impact – performance & attitude
- Ability to assert influence
- Freedom within parameters
- Choice about how work is performed – focused on results

Autonomy

Daniel Pink's 4 T's:

1. Tasks
2. Time
3. Technique
4. Team

As an Executive, focus on results!

Mastery

The desire to improve a certain skill or performance.

- Fully Engaged
- Working Hard
- It matters to them
- Flow: time disappears – perfectly matched to abilities
- Challenged/Learning along the way

Mastery

Requires a person to see their abilities as improvable.

It is a mindset.

Mastery requires a little discomfort.

Requires vast effort.

Mastery is a pursuit, impossible to achieve.

Illusive nature, frustrating yet captivating.

An appealing pursuit.

Purpose

A Deeper meaning in our work.

- Connect to something bigger than ourselves
- A cause that is greater than us
- Think in terms of your “legacy”
- Harness the power of looking at the big picture

The driving force behind a task that is performed in the service of others.

Purpose

In the child support program, Executives are uniquely situated to focus on purpose.

How has a better purpose than us?

**Child
Support.**



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Purpose

How can we drive home our purpose with our staff?

- Customer testimonials – in person or in writing
- The story of a case – role play
- Customer service surveys
- Provider/Stakeholder testimonials – in person or in writing
- Pictures & Videos – multimedia

Connect the dots for them!

Now What?

How, as an Executive, do you use this information within your organization for better results?

- Share the knowledge
- Develop opportunities
- Focus on Supervisors
- Ask the right questions



Speaker Contact Information

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