

Frederick Herzberg essay



**ASSIGN
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Drive productivity for growth Develop a high-performing organization Deliver against performance commitments -Explain how individual performance of team members affects the overall performance of a team. So I'm going to give an example within my team that happened few months ago.

One of the guys started to change his behavior. Wasn't smiling to the customers, was working slowly and calling sick very often. This affected all of us, not only is the attitude harmful to the one of them individually, affects all of us and it impacts directly the productivity levels, and sometimes the general performance of the company.

Identify indicators of underperformed in relation to own team. I can observe underperformed of staff when they do not follow company and the job rules and regulations.

The guys sometimes show disobedience and not agreement to rules as regards the tasks to be accomplished. Hearing bad words from a member of my team, is a sure indicator that I can recognize easily this person is underperforming, as previously wrote, is something that affects not only this individual person but all of us. -Explain the possible causes of underperformed.

If communication is ineffective or not enough.

So for example, if I don't go and tell the staff what tasks they should do in the day, they would not know what to do and this would slow the service.

Ineffective training. If I don't show the guys how to make the different kinds of coffee that we have in the Costa section, they would not give the perfect

service to customers and wouldn't performance at them 100% Don ' t motivate your team. I think this is the most important, so for example, we have a reward that is about being punctual and don ; t miss work.

If you do so, you will get and extra day of holidays. This titivated the team to come to work every day.

If someone is not motivated their performance is clearly poor. Personal issues. If someone has personal problems at home, they are busy thinking about them and they can t really concentrate on what they are doing or have to do at work. Include as well when someone is ill or has health problems can cause underperforming.

-List actions that could be taking to rectify underperformed.

Arrange meetings with all the staff, and ask them about the work that they are currently doing and how well they think it is going. Having a close relationship with them. L Ask hem how they feel in general, and then proceed to ask them about other work mates, and whether they have experienced any problems with a work mate so talk with them both to fix the problem. Couching and giving training to my staff and if the standards are not being follow or avoid, I will give them a warning. And if necessary, in the worst scenario take a disciplinary to try to rectify what they doing wrong.

Outline a recognized theory of motivation. Herbert two factor theory: The two factors involved in Herbert theory are the hygiene and motivator factor theories. Hygiene Factors: Hygiene factors re the fundamental basis for

motivation. They are considered the foundation and held as very important by employees and impacts their performance.

The factor avoids the unpleasantness at work and can cause dissatisfaction with the task. The hygiene factors encompass organizational policy, rules and regulations, administrative requirements.

They include salary structures, wages and other financial rewards and how transparent and organized they are to avoid ambiguity. The quality of the supervision and the group dynamics, I. E.

Interpersonal relations. Working conditions and job itself, one of the fundamentals also in Maslow's hierarchical needs are needed to be satisfied within the hygiene needs. Motivator Factors: This is mainly an individual desire and drive for an individual to develop and advance to better levels. They are the basis for job satisfaction and when effective can motivate an individual to achieve better than average output.

The factors impact personal status, the feel good satisfaction achieved by an individual.

Acquiring and gaining responsibility leads to recognition which would then create a basis opportunity for advancement. Mentally stimulating and challenging work rather than repetitive work which can be fit for machinery is a cause for motivation. A sense of personal growth and achievement in a given job and task backed by positive feedback and promotion and reward system brings motivation to an individual.

There are some similarities between Herzberg and Maslow but differ in the way they are put across. The higher 2 levels in Herzberg theory can actually motivate whilst the bottom three can be De-motivators if not achieved by an individual.

Personally, I can argue that Maslow's theory is more representative of a Western European society where there is a positive encouragement to rise to the top of an organization if the needs can be followed in their respective order, bottom up. Describe actions that can be taken to motivate own team and improve performance linked to a theory of motivation. Am going to write related to the previous theory we describe. Promoting the guys, is a good action to be taken to motivate. Employees who demonstrate increasing levels of ability should be given increasing levels of responsibility.

Promoting the guys I would make them feel they are doing well in their job and that I like how they are ongoing it.