

Plan for positive influence



Running head: PLAN FOR POSITIVE INFLUENCE

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Plan for Positive Influence Attitudes reflect how one feels about something. Emotions are reactions to a person or event.

Positive emotions can increase problem-solving skills and help us understand and analyze new information.

Personality is defined as the sum total of ways in which an individual reacts and interacts with others. Values are important to the study of organizational behavior because they lay the foundation for the understanding of people's

attitudes and motivation, and because they influence our perceptions.

Motivation is the processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal (Robbins and Timothy, 2007). This paper will discuss ways to increase motivation, satisfaction, and performance. How attitudes, emotions, personalities, and values influence behavior are discussed in this paper using outline format.

I. Motivation, Satisfaction and Performance
A. Motivating moments strives to continually offer positive words of encouragement to help give you the self-confidence and self-esteem you need to empower, motivate and inspire yourself and others (Motivation and Inspiration, 2009).
B.

The processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal.
1. Intensity: How hard a person tries
2. Direction: Effort is channeled in a direction that benefits the organization
3. Persistence: This is a measure of how long a person can maintain effort
C.

Early Theories of Motivation 1. Abraham Maslow's hierarchy of needs 2.

Theory X 3. Theory Y 4. Two-factor theory D. Contemporary Theories of

Motivation 1. McClelland's theory of needs: Achievement, power, and affiliation are three important needs that help explain motivation.

2. Cognitive evaluation theory 3. Goal-setting theory 4.

Self-efficacy: The individual's belief that is capable of performing a task

5. Reinforcement theory: Behavior is a function of its consequences 6. Equity

theory: Individuals compare their job inputs and outcomes 7.

Expectancy theory E. Ways to increase motivation, satisfaction and

performance 1. Motivating by Changing the Nature of the Work Environment

a) The Job Characteristics Model: A model that proposes that any job can be described in terms of five core job dimensions: skill variety, task identity,

task significance, autonomy, and feedback 2. How Can Jobs Be Redesigned

a) Job Rotation: The periodic shifting of an employee from one task to

another b) Job Enlargement: Increasing the number and variety of tasks that

an individual performed resulted in jobs with more diversity c) Job

Enrichment: Worker controls the planning, execution, and evaluation of the

work 3. Alternative Work Arrangements a) Flextime b) Job Sharing c)

Telecommuting 4. Don't Forget Ability and Opportunity a) Performance =

$f(A \times M \times O)$ A: Ability M: Motivation O: Opportunity 5. Employee Involvement

a) Participative Management b) Representative Participation c) Quality

Circles 6. Rewarding Employees a) What to Pay: Establishing a Pay Structure

b) How to Pay: Rewarding individual employees through variable-Pay

programs c) Flexible Benefits: Developing a Benefits Package d) Intrinsic Rewards: Employee Recognition Programs 7.

Motivating employees survey ??“ What do employees want a) A learning activity and choice of assignment b) Flexible working hours and time off c) Personal praise d) Increased autonomy and authority in their job e) Time with their managerII. Attitudes, Emotions, Personalities, and Values A. Attitudes 1. Evaluative statements concerning objects, people, or events.

They reflect how one feels about something 2. Three Major job attitudes a) Job satisfaction: A positive feeling about one??™s job b) Job Involvement c) Organizational Commitment: a. affective commitment b. continuance commitment c.

normative commitment 3. How Are Employee Attitudes Measured a) Attitude surveys 4. Managers should be interested in their employees??™ attitudes because attitudes give warnings of potential problems and because they influence behavior 5. Satisfied and committed employees, for instance, have lower rates of turnover, absenteeism, and withdrawal behaviors. They also perform better on the job 6.

The most important thing managers can do to raise employee satisfaction is to focus on the intrinsic parts of the job, such as making the work challenging and interesting B. Emotions 1. Emotions are reactions to a person or event 2. Emotions include anger, contempt, enthusiasm, envy, fear, frustration, disappointment, embarrassment, disgust, happiness, hate, hope, jealousy, joy, love, pride, surprise, and sadness 3. Supervisors should actively try to keep employees happy because this will create more good

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moods which in turn leads people to be more creative 4. Giving people feedback about their performance influenced their mood, which then influenced their motivation 5.

Effective leaders rely on emotional appeals to help convey their messages 6. A manager's success in trying to resolve conflicts is often largely attributable to an ability to identify the emotional elements in the conflict 7. A worker's emotional state influences customer service 8. Managers who understand the role of emotions and moods will significantly improve their ability to explain and predict their coworkers' behavior C. Personality 1.

The sum total of ways in which an individual reacts and interacts with others 2. Personality Determinants a) Heredity b) Environment c) Personality Traits 3. Measuring Personality a) Self-report surveys b) Observer-ratings surveys c) projective measures 4.

The most important reason managers need to know how to measure personality is because research has shown that personality tests are useful in hiring decisions D. Values 1. Values are important to the study of organizational behavior because they lay the foundation for the understanding of people's attitudes and motivation, and because they influence our perceptions Conclusion Attitudes, emotions, personalities, and values greatly influence employee's behavior. Money is rarely a prime motivator for employees. Employees want learning activity, choice of work, flexible working hours, increased autonomy, authority in their job and time with their manager. Organizations which provide these motivational elements to their employees are bound to have high performing employees.

Managers should be interested in their employees' attitudes because attitudes give warnings of potential problems and because they influence behavior. Managers who understand the role of emotions and moods will significantly improve their ability to explain and predict their coworkers' behavior.

The most important reason managers need to know how to measure personality is because research has shown that personality tests are useful in hiring decisions. References Robbins S. and Timothy J. (2007). *Organizational Behavior*, Pearson Prentice Hall.

Motivation and Inspiration. (2009). Motivation. Retrieved September 08, 2009, from <http://www.motivateus.com/>