

## PRESENTATION

# How to Close the “Performance Deal”

## How to Convert Employee Motivation into Performance

Do you have an employee who just doesn't put out the effort to do even a satisfactory job, who is clearly not engaged in his (her) work? Maybe he was once a strong contributor but lately has lost the spark. You know he is capable. It's not a skill problem. It's a **will problem**, a lack of motivation.

You have tried everything to motivate this individual. You have probed, questioned and listened. You have suggested and advised, encouraged and supported. And you have provided training. You know the next step is to move the conversation to his unacceptable performance, followed by discipline and possibly termination.

This presentation confronts head-on the **dilemma facing managers**: *you can't motivate someone to perform if they don't know what they want...* and most employees haven't thought lately about what they want from their job.

Since motivating people has a lot in common with sales process, we introduce an approach that the best sales people use to get their customers to do business with them.

### THERE'S WHAT YOU WILL LEARN...

- How human motivation operates in a work environment
- The most common employee motivators that lead to strong performance
- A strategy plus effective questions you can use to get them to take *personal responsibility* for clarifying what they want (and how badly they want it)
- How to link their motivators to their performing well in their job
- An approach for dealing with long service employees who are within hailing distance of retirement and in “coasting” mode

### PARTICULARLY SUITED FOR...

Executives and managers who realize that traditional carrot-and-stick approaches don't work any more and are looking for practical ways to energize their staff to deliver high performance.



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WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS GET GREATER RESULTS BY LEVERAGING THE TALENTS OF THEIR SENIOR LEADERS, MANAGERS, AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



IAN COOK IS A SEASONED PRESENTER, GROUP FACILITATOR AND LEADERSHIP COACH.

His leadership training and coaching addresses the so-called *outer game* of leaders' behaviors, decisions, and competencies as well as their *inner game* of assumptions, beliefs, and ingrained thought patterns that ultimately determine their success.

He is the author of: ***Would They Call You Their Best Boss Ever? Practical Tips and Insights for the Successful Manager***

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.



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