

# Emotions and Motivation

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Richard Gilbane / Fran Gilbane

# Module Content



**Motivation**

**The Bigger  
Picture**



# Emotions

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What are they and how do they affect us?



# Emotions

‘A strong feeling deriving from one’s circumstances, mood, or relationships with others’

‘Instinctive or intuitive feeling as distinguished from reasoning or knowledge’

<http://www.oxforddictionaries.com/definition/english/emotion>



# Emotions



As a manager, you need to recognise that emotions, negative ones in particular, can affect someone's behaviour in the workplace.

You need to think about the bigger picture; in other words what may be causing the person to act that way.

If you don't help the person manage their emotions appropriately you are likely to have an increase in disciplinaries and grievances. You may also lose a good employee.

# Negative Emotions



# Negative Emotions

Resentment /  
Dislike



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**





# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Fear**



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Fear**

**Frustration**



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Fear**

**Frustration**

**Worry**



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Fear**

**Frustration**

**Embarrassment**

**Worry**



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Fear**

**Frustration**

**Disappointment**

**Embarrassment**

**Worry**



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Fear**

**Anger**

**Frustration**

**Disappointment**

**Embarrassment**

**Worry**



# Negative Emotions

**Sadness /  
Unhappiness**

**Resentment /  
Dislike**

**Guilt**

**Fear**

**Anger**

**Frustration**

**Disappointment**

**Embarrassment**

**Worry**



# Negative Emotions

**Resentment /  
Dislike**

**Guilt**

**Sadness /  
Unhappiness**

**Fear**

**Anger**

**Frustration**

**Disappointment**

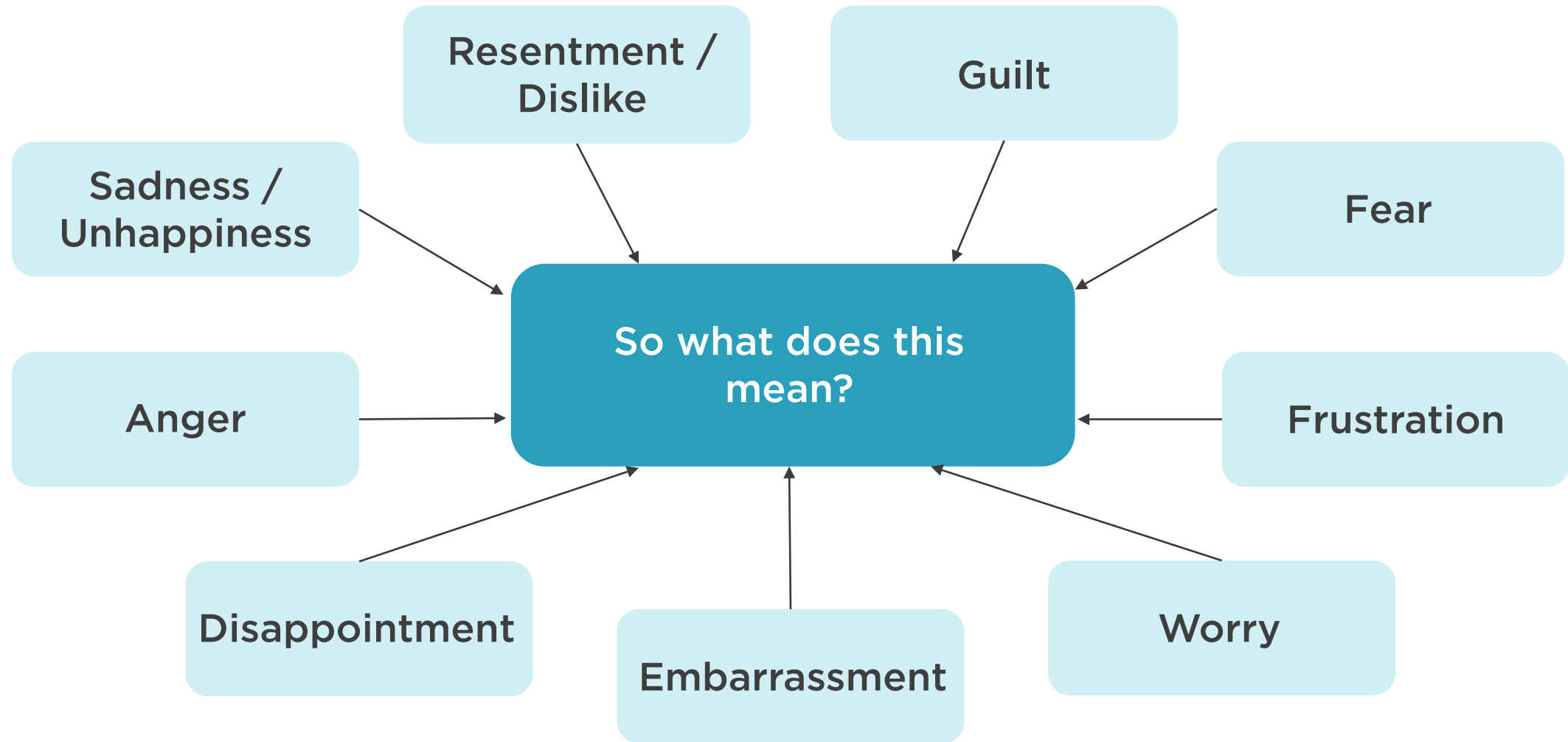
**Embarrassment**

**Worry**





# Negative Emotions



# Negative Emotions



# Emotions



Whilst it is generally negative emotions that cause the most disruption, be aware that occasionally positive emotions can be equally disruptive.

For instance, an employee who is extremely happy can be hard to deal with sometimes!

# Motivation

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What makes people act in these ways?



# Motivation

‘A reason or reasons for acting or behaving in a particular way’

<http://www.oxforddictionaries.com/definition/english/motivation>



# Motivation



If you wish to be a good manager then you have to develop good people skills.

Part of having good people skills is actually caring about the people who work for you.

This means talking to them as people, being approachable and taking the time to find out what is motivating their behaviour.

Another part of being a good manager is preventing situations from escalating.

# Motivation



# Motivation

**Mental Health**





# Motivation

**Mental Health**

**Obligations /  
Commitments**



# Motivation

**Mental Health**

**Obligations /  
Commitments**

**Pride**



# Motivation

**Mental Health**

**Obligations /  
Commitments**

**Pride**

**Laziness**



# Motivation

**Mental Health**

**Obligations /  
Commitments**

**Pride**

**Laziness**

**Necessity**



# Motivation

**Mental Health**

**Obligations /  
Commitments**

**Pride**

**Laziness**

**Reality**

**Necessity**



# Motivation

Mental Health

Obligations /  
Commitments

Pride

Laziness

Competition

Reality

Necessity



# Motivation

Mental Health

Obligations /  
Commitments

Pride

The Emotion  
Itself

Laziness

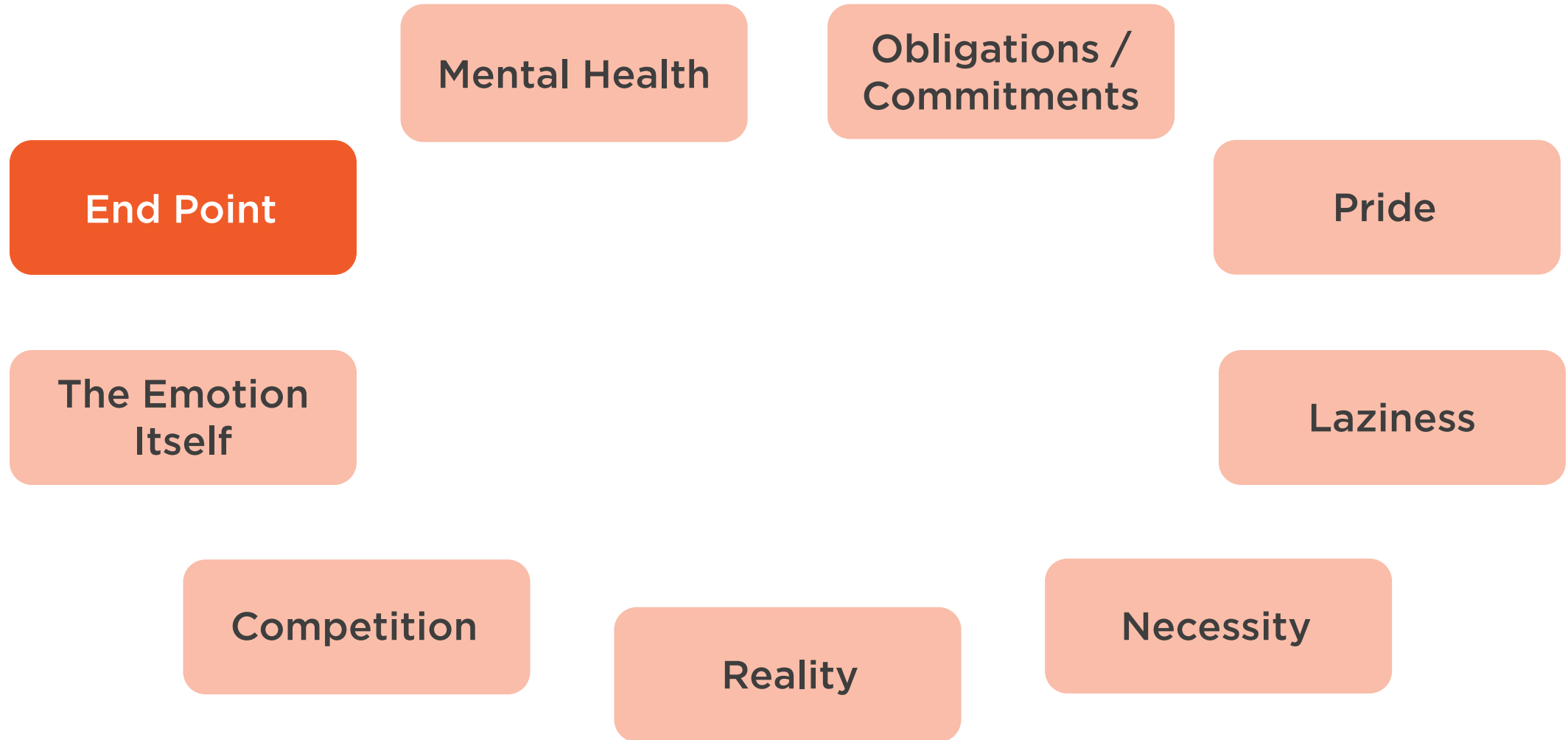
Competition

Reality

Necessity

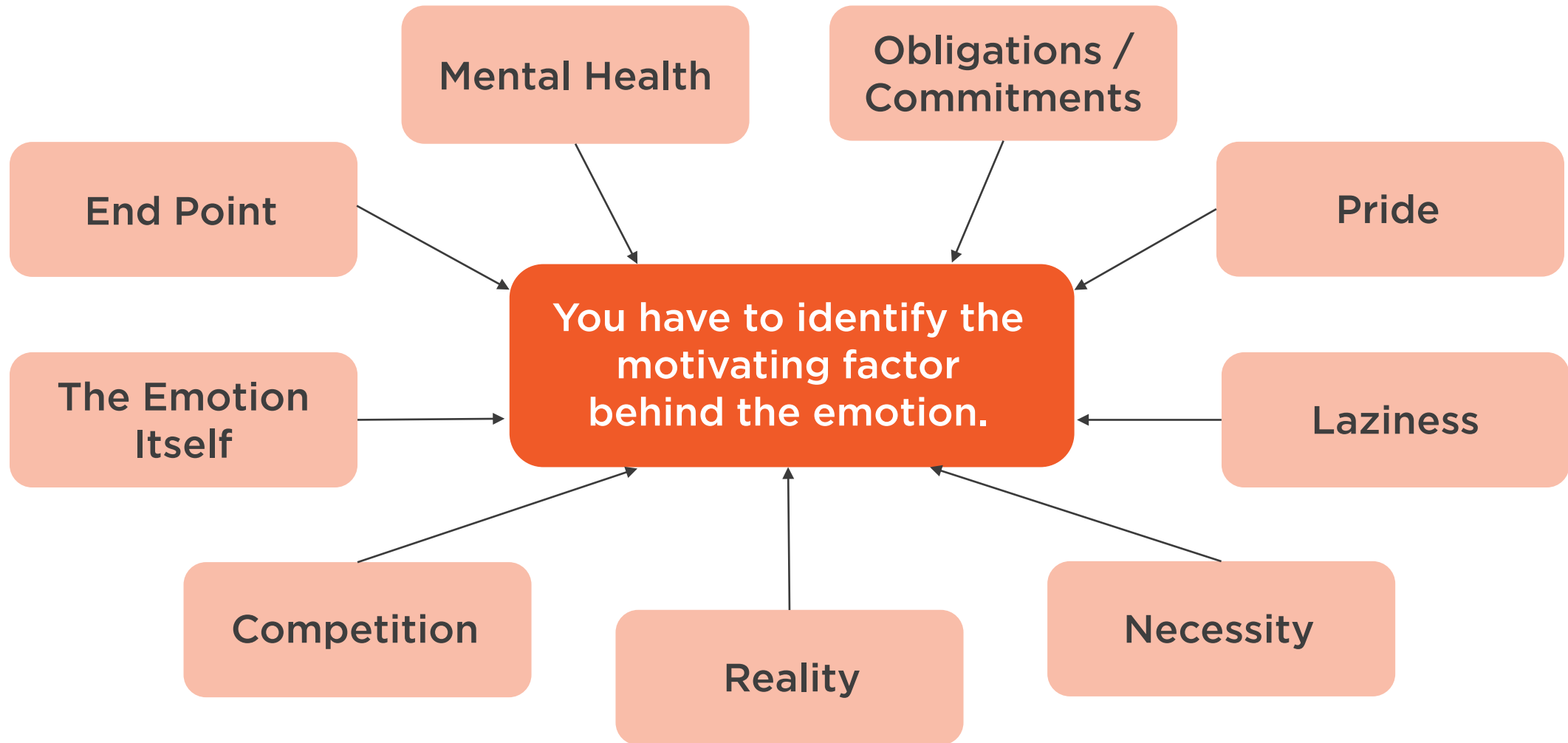


# Motivation





# Motivation



# The Bigger Picture

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Why do you need to help your employees manage their emotions?



# The Bigger Picture



**It is in your interests for all your employees to be functioning at their best whilst at work.**

**Remember: happy employees perform better, which means more money for the business.**



# The Bigger Picture

Taking the time to identify what is emotionally motivating an employee and helping them manage it appropriately will make for a much better working environment for all.

Remember to treat each employee as an individual and alter your style to suit.

If the working environment is friendlier, and you are approachable, then it is much easier to prevent situations escalating.



# The Bigger Picture



Need convincing?



# The Bigger Picture





# The Bigger Picture



# The Bigger Picture





# The Bigger Picture



# The Bigger Picture



# The Bigger Picture





# The Bigger Picture



# The Bigger Picture



# The Bigger Picture



# The Bigger Picture



**You should try and treat others as you would want to be treated. Employees are human too!**

**There is often a reason why someone is acting a particular way. You need to identify the primary issue.**

**If you take the time to find out what the issue is and help them deal with it in an appropriate way, then the working environment will be much better for all.**



# Summary



Employees can be emotional and their expression of that emotion can cause disruption to the working environment.

Recognise that there are many different motivating factors that can cause the expression of emotion.

Talk to your employee; try and identify the bigger picture. Support your employee where appropriate.

Happy and supported employees will make more money for the business.

