

MANAGING & MOTIVATING TOWARDS EXCELLENCE



GENTEX[®]
TRAINING CENTER



Introduction

Managing & Motivating Towards Excellence Training Course develops managers who can raise performance to a genuinely high standard while keeping people willing and engaged. Excellence is not achieved by pressure alone; it comes from clear standards, fair recognition, meaningful work, and leaders who remove obstacles. Many teams settle at average because expectations are vague and effort goes unnoticed. This program addresses those causes directly. It covers performance standards, motivation theory, recognition design, and engagement management. As a result, participants learn to raise the bar without burning people out. Furthermore, the course covers coaching, feedback, and sustained improvement.

Managing & Motivating Towards Excellence Course Objectives

- Define excellence with measurable standards and clear expectations.
- Apply the transformational and situational leadership models.
- Apply motivation theory: Maslow, Herzberg, and self-determination theory.
- Design recognition practices that feel genuine and fair.
- Build engagement using the PERMA model of wellbeing.
- Set objectives with SMART goals and cascaded team KPIs.
- Coach team members using the GROW model.
- Give feedback with the SBI and DESC frameworks.
- Manage underperformance with structured improvement plans.
- Apply PDCA and Kaizen to sustain continuous improvement.

Course Methodology

- Facilitated sessions built around real team performance cases.

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- Motivation and engagement diagnostic workshops.
- Role-play of recognition, coaching, and performance conversations.
- Group exercises in standards setting and KPI design.
- Case studies of high-performing and disengaged teams.
- Simulation of a performance improvement planning round.
- Peer feedback, reflection, and a personal excellence leadership plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- Operations and service team leaders.
- HR and people development professionals.
- Project and program managers leading teams.
- Quality and continuous improvement leads.
- Department heads with performance targets.
- Business owners leading their own teams.

Managing & Motivating Towards Excellence Course Outlines

Day 1: Defining Excellence and Setting Standards

- Defining excellence in measurable terms.
- Setting standards, expectations, and tolerances.
- Transformational and situational leadership models.
- Building credibility and leading by example.
- The performance-expectation link and the Pygmalion effect.



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- Common causes of average performance.
- Workshop: defining excellence for your team.

Day 2: Understanding Motivation

- Motivation theories: Maslow, Herzberg, and self-determination theory.
- Intrinsic versus extrinsic motivation.
- Understanding individual drivers and preferences.
- Autonomy, mastery, and purpose in practice.
- Job design and role enrichment.
- Diagnosing low motivation accurately.
- Workshop: building a team motivation map.

Day 3: Engagement, Recognition, and Wellbeing

- The PERMA model and workplace wellbeing.
- Engagement drivers and measurement.
- Recognition practices that feel genuine.
- Fairness, transparency, and trust behaviours.
- Workload design and burnout prevention.
- Building psychological safety and voice.
- Workshop: designing a recognition and wellbeing plan.

Day 4: Performance, Feedback, and Coaching

- Setting objectives with SMART goals and team KPIs.
- Running performance review conversations.
- Feedback with the SBI and DESC frameworks.



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- Coaching with the GROW model.
- Handling underperformance with improvement plans.
- Building accountability without blame.
- Role-play: a performance and motivation conversation.

Day 5: Sustaining Excellence and Continuous Improvement

- Continuous improvement with PDCA and Kaizen.
- Benchmarking performance internally and externally.
- Team development stages and the Tuckman model.
- Building capability and succession in the team.
- Personal resilience and leadership energy management.
- Creating a personal excellence leadership plan.
- Capstone: presenting a 90-day excellence plan.

Conclusion

By successfully completing Managing & Motivating Towards Excellence Training Course, participants will have acquired the knowledge to define excellence with measurable standards, understand what motivates different people, design recognition that feels genuine, raise engagement without pressure, hold effective performance conversations, and sustain improvement through continuous learning. They will also understand how to protect team wellbeing while raising output. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping managers build teams that excel and want to stay.





FAQs for the Managing & Motivating Towards Excellence course

Q1 What is the "Managing & Motivating Towards Excellence" course about?

It is a training program that teaches managers how to raise performance to a high standard while keeping people engaged. It covers standards setting, motivation theory, recognition, engagement, wellbeing, performance conversations, and continuous improvement.

Q2 What are the key benefits of the "Managing & Motivating Towards Excellence" course?

Participants gain a clear definition of excellence, stronger tools for motivating different people, and more effective performance conversations. Organizations benefit from higher engagement and retention, more consistent standards, lower burnout, and improvement that holds over time.

Q3 What skills will I gain from the "Managing & Motivating Towards Excellence" course?

Participants build excellence standards and expectation setting, motivation analysis and engagement management, recognition and wellbeing design, and performance conversations, coaching, and continuous improvement.



Q4 What tools, methods, or standards are covered in the "Managing & Motivating Towards Excellence" course?

The course covers the transformational and situational leadership models, Maslow's hierarchy, Herzberg's two-factor theory, self-determination theory, the PERMA model, the Pygmalion effect, SMART goals, team KPIs, the SBI and DESC feedback frameworks, the GROW coaching model, the Tuckman team stages, PDCA, and Kaizen.

Q5 How is the "Managing & Motivating Towards Excellence" course applied in real-world practice?

Learners apply it by defining measurable standards for their team, mapping individual motivators, running consistent recognition practices, holding structured performance reviews, coaching members through obstacles, and reviewing improvement progress each quarter.