

澳門科技大學 MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

School of Continuing Studies

This course is under **DSEJ Continuing Education Scheme**

The Key to Engaging Your Workforce

Course Introduction

It is no secret, employees who feel they are valued and recognized for the work they do are more engaged, responsible, and productive. This is an effective and practical workshop to help team leaders, supervisors and managers create a more dynamic, loyal and engaged workforce to support the business growth in the dynamic environment. This program is designed specifically to help the people manager understand what their team members want and to provide them with a starting point for creating champions.

Objectives

- Identify what engagement is and the challenges in the workplace
- Learn about motivational theories and factors, how to apply them to engage their workforce
- Learn when to use the carrot, the whip, and the plant to engage the team members in different generations
- Discover how fear and desire affect employee engagement in fast-changing business environment
- Explore ways to create an engaging climate and design a motivating job scope to help sustaining the business development

Course Outlines

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1. What is Motivation and Staff Engagement

- Driving force that prompts or incites an action

2. Supervision and Engagement

-The Carrot, the Whip, and the Plant

3. Motivation Factors

- -Maslow's & Herzberg's Motivational Needs
- -Power of Fear and Desire

4. SMART Goal Setting

- -The power of Goal (Specific, Measurable, Attainable, Relevant and Timed)
- -How to make the goals personal and positive

5. The Role of Values

- -What do we value in work?
- -Engaged vs non-engaged

6. Creating a Motivational and Engaging Climate

- -Praising, giving positive feedback, congratulating people
- -Should we, as a supervisor, praise mediocre work?

7. Situational Analysis and Designing Motivating Jobs

- -Techniques for job design/redesign
- -Job rotation / Job enlargement / Job enrichment
- 8. Motivational Checklist (celebrate successes)

Target Audience

Supervisors, Team Leaders and Managers who need to engage workforce in different generations or anyone who are interested in this course

Medium of Instruction

Cantonese (Materials in English or Chinese)

Venue 335 341 11

Alameda Dr. Carlos D' Assumpção 335-341, Hotline Centre, 11/F, Macau

Venue

Avenida Wai Long, Taipa, Macau

Course Date & Time

Tuition Fee MOP 1,980 Class Size 10 people

Enrollment Notes *

(9:00 - 20:00) (9:00 - 13:00) [

Operation hours: Monday to Friday (9:00 - 20:00); Saturday (9:00 - 13:00) [Close at Public Holidays]

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MACAU UNIV. OF SCIENCE AND TECHNOLOGY"	/	5,000
Tuition fee and materials fee (if any) should be paid by cash or by cheque/Cashier Order (Please make paid by cash or by cheque)		
OF CONTINUING STUDIES MACAU UNIV. OF SCIENCE AND TECHNOLOGY"). Cash is accept	ted for	payment of not
more than MOP5,000.		
All payment made is not refundable (except that the course is cancelled by the School) or transferable.		

Enquiries Tel: 8796 1807 / 8796 1805 Email: scs@must.edu.mo

Website: http://www.must.edu.mo/scs-tw/diploma-certificate-programs

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The School reserves the right to cancel or postpone the courses if minimum class size is not reached.

The School of Continuing Studies develops life-long learning opportunities. Should you wish to receive information on our programs / courses, please send us an email (to scs@must.edu.mo) stating your email address in your emai