Motivation Indicators

Questions	Categories	Patterns - Indicators
No questions for this category – just notice language patterns	Level	• Proactive – *action, do it, short, crisp sentences, use of 1st person, active verbs* • Reactive – *"try, think about it, could, wait, consider, use of "we"*
"What do you want in your work?" **"What's important to you about…"**	Criteria	Note the key words that incite a physical and emotional response – HOT BUTTONS
"Why is that …(*criteria*)… important?" (ask this up to three times)	Direction	• Towards – *"attain, gain, achieve, get, include, advantage"* • Away From – *"avoid, exclude, prevent, solve problems, fix, won't have to"*
"How do you know you have done a good job (at…)?"	Source	• Internal – *knows within self, internal standards* • External – *told by others, facts and figures, need outside feedback*
"Why did you choose (*your current work*)?"	Reason	• Options – *list of criteria, choice, possibilities, variety* • Procedures – *didn't choose, tells a story, how it came to pass, events, necessity*
"What is the relationship between (*your work this year and last year*)?"	Decision Factors	• Sameness – *same, no change* • Sameness with exception – *more, better, comparisions* • Difference – *change, new, unique*

Stress Reactions: 'Freaked out or cool as cucumber?'

"Tell me about a work situation that caused you trouble"

• Feeling – *emotional response to normal work stresses, go into feelings and stay there*

• Choice – *can move in and out of feelings voluntarily, good at empathy (usually go into emotion initially and can then distance themselves, ie. they have choice in their response)*

• Thinking – *No feelings at normal work stresses, poor at empathy, cool under high stress*