Tools and Tips for Taking Action:  
Putting a Face to a Name: The Art of Motivating Employees

Resource Category: Article

Target Audience: Leaders and managers

Purpose of the Resource: From article abstract: “Wharton management professor Adam Grant maintains that a simple five-minute interaction with another person could dramatically improve one’s productivity. Grant has extensively studied what motivates employees. In many situations, employees who know their work has a positive impact are likelier to have better morale, and better productivity. Grant gives the example of callers seeking donations, who can easily lose heart after suffering frequent rejections on the phone. The solution, says Grant, is to introduce them to someone who will benefit from the donations the callers collect. Even in industries that don’t directly help others, employees within the same organization may take heart when seeing how their work helps others work.”

Instructions on How to Use Resource: Use ideas from article and discuss with the team the positive impact the work of the college, department, or unit has. Leader can also have one-on-one discussions with faculty or staff.

Time Investment for Using Resource: 25-30 minute discussion at a team meeting.

Complexity Level: Low – user has no knowledge on topic

Engagement Dimension: Commitment and Dedication

Competency: Motivates and Inspires Others

Citation: Peterson, B.D. Putting a Face to a Name: The Art of Motivating Employees, knowledge.wharton.upenn.edu website  
http://knowledge.wharton.upenn.edu/article/putting-a-face-to-a-name-the-art-of-motivating-employees/