

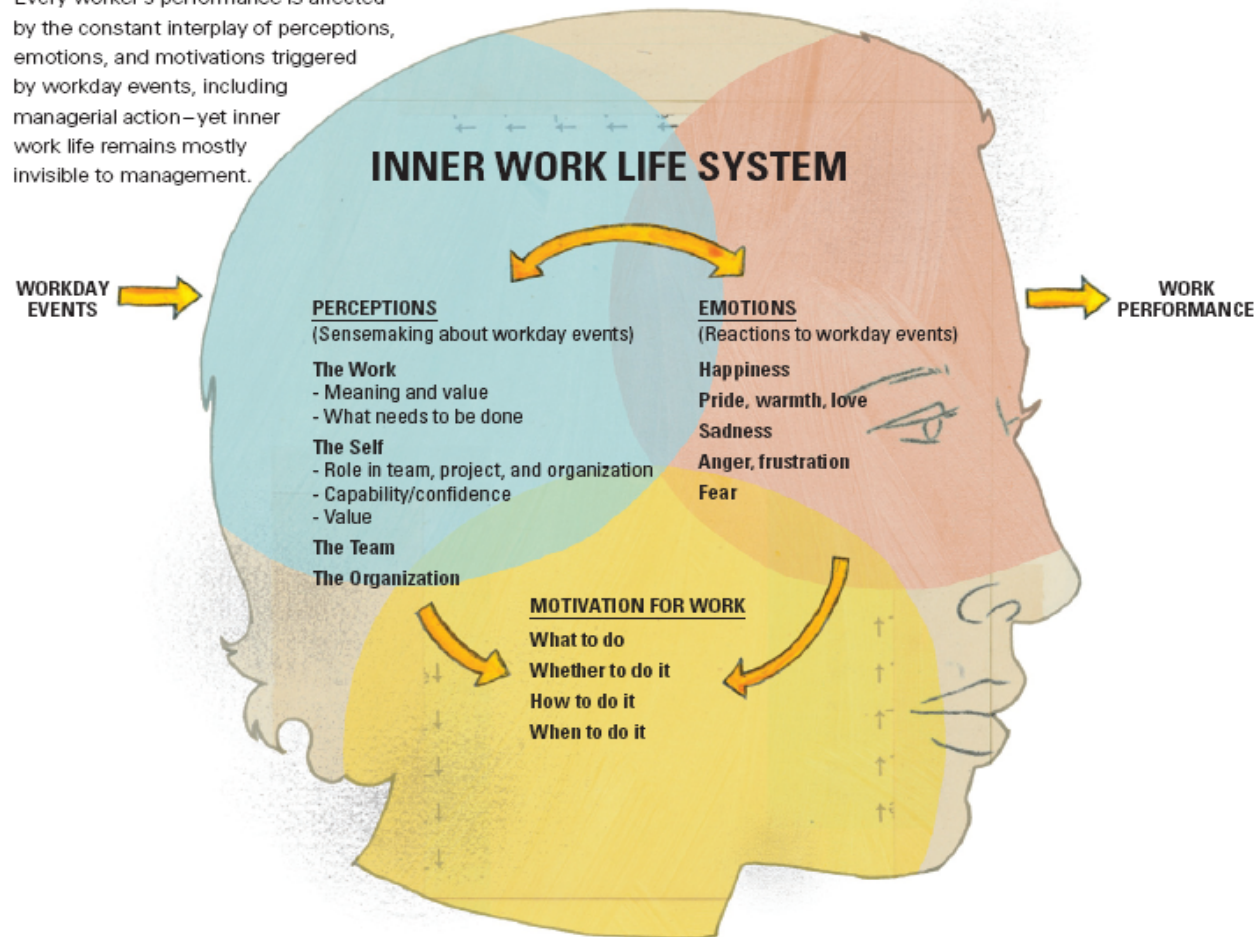
# Inner Work Life - Summary

What Good Leaders can do



## Processing Work Events: What Happens Inside

Every worker's performance is affected by the constant interplay of perceptions, emotions, and motivations triggered by workday events, including managerial action – yet inner work life remains mostly invisible to management.



## Enable progress

Enable people to move forward in their work

- Provide direct help
- Provide adequate resources and time
- React to success and failures with learning orientation (not purely evaluative)
- **Set clear goals** – where we are heading and why (relentlessly seeking clarity about needs and expectations. Essential)

## Treat people as human beings

- Specific recognition and praise of achievements and progress
- Communicate the value and importance of what they are doing
  - Work collaboratively
- Make things fun and relaxing
- Provide emotional support