

# Motivating & Engaging Learners



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# YOUR HOST



**PRESENTER SUZIE JOHNSON-SMITH** of Peterborough, Ontario is a dynamic coach, facilitator, public speaker and international Bridges out of Poverty trainer.

Suzie had several years of experience in Human Services delivery and leadership before becoming an independent coach, facilitator and consultant.

She has proudly supported countless organizations across North America in promoting person centered services using the Bridges out of Poverty concepts; combined with a transformational coach approach. Her educational background is in social work, adult learning principles, mediation, leadership and change management.

She is also a certified life, leadership, executive and organizational coach. Suzie is passionate about lifelong learning and is dedicated to sharing strategies and insights that boost client and staff engagement, increase collaboration and improve organizational outcomes.



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# STATEMENT OF RECOGNITION

While we meet today on a virtual platform, let's take a moment to recognize, respect and acknowledge the importance of the lands we occupy and from which we benefit.

Today, let's reaffirm our commitment and responsibility to improve relationships between nations -- and our own understanding of local Indigenous peoples and their cultures.

Let's remind ourselves that, wherever we are, we live on the ancestral and unceded territory of Inuit, Métis, and First Nations people.



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# ABOUT POP UP PD FOR LITERACY EDUCATORS

- free webinar series developed by Ontario's LBS Regional Networks & the Provincial Support Organizations for Literacy
- supports LBS practitioners with presentations on topics important to them
- English language webinars presented for LBS practitioners annually since 2015-2016
- all webinar presentations, recording links & transcripts here:  
[Pop Up PD Resources for LBS Educators](#)
- webinar topic ideas welcome at: [e-channel@contactnorth.ca](mailto:e-channel@contactnorth.ca)



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# MOTIVATING AND ENGAGING DIVERSE LEARNERS

Facilitator: Suzie Johnson-Smith  
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# Social Cognitive Learning Theory

Relationships  
and knowledge

**Thinking  
Behaviors  
Priorities**

**Demands of  
environment**

**Resources**

## KEY POINTS

- People are driven by different needs & values
- What motivates YOU may not motivate your learner
- Misalignment can create frustration & disengagement

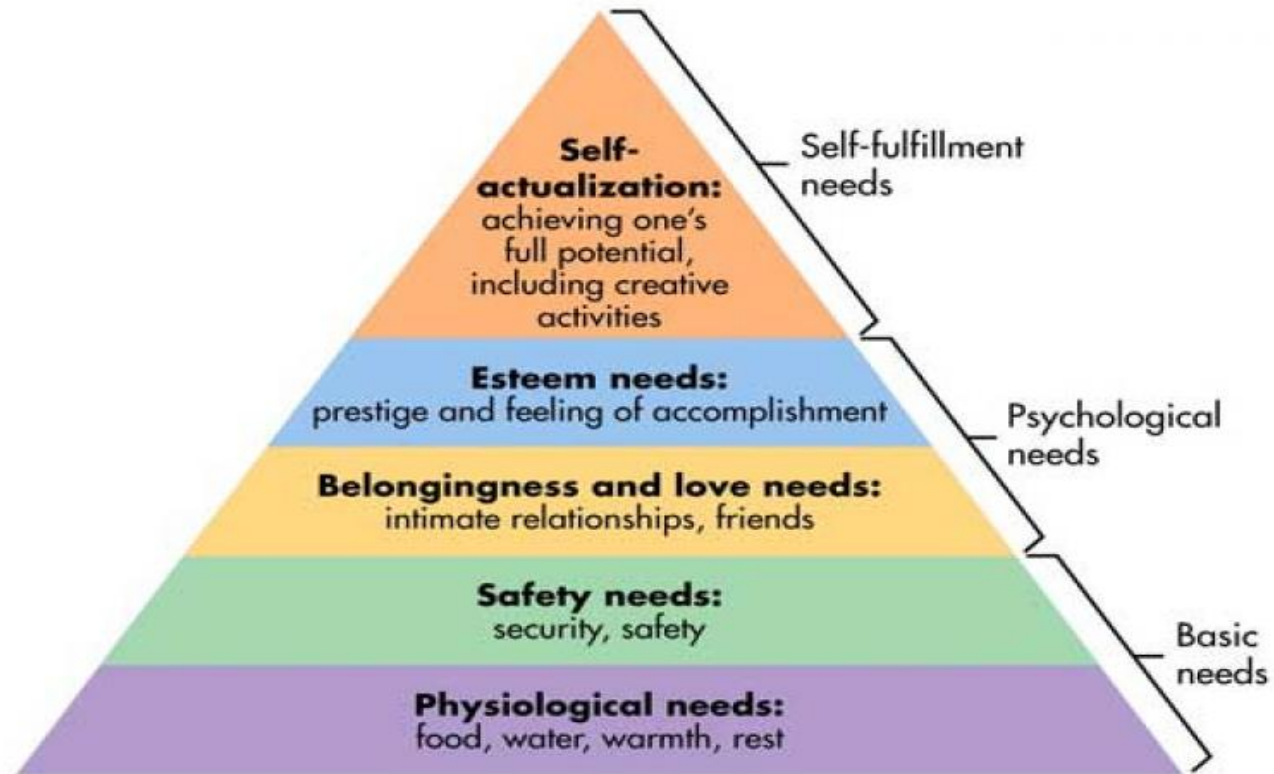
Source: Albert Bandura



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# Maslow's Hierarchy of Needs



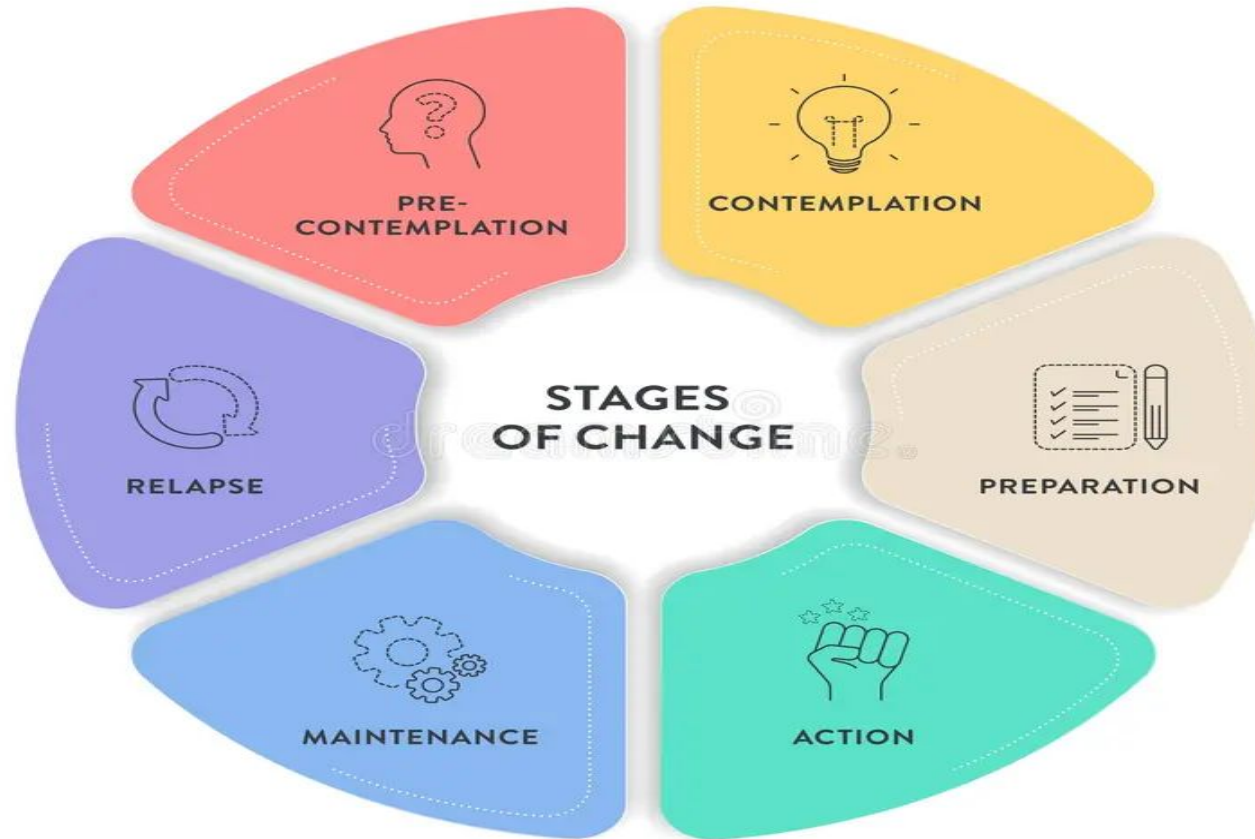
Source: Abraham Maslow



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# Stages of Change



haska, J. O., & DiClemente, C. C. (1983)



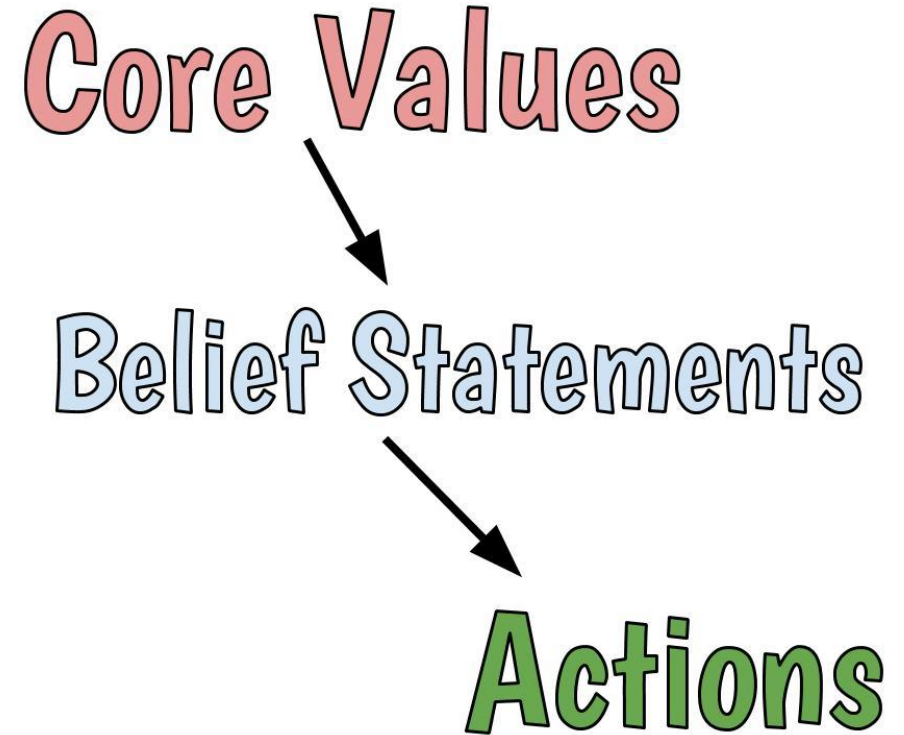
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# WE ARE ALL MOTIVATED FOR SOMETHING

- Everyone is motivated for something.
- When learners/clients aren't motivated for the same thing that we are, we say, "They just aren't motivated."
- We move toward things we value.
- Find out what the person is motivated for.



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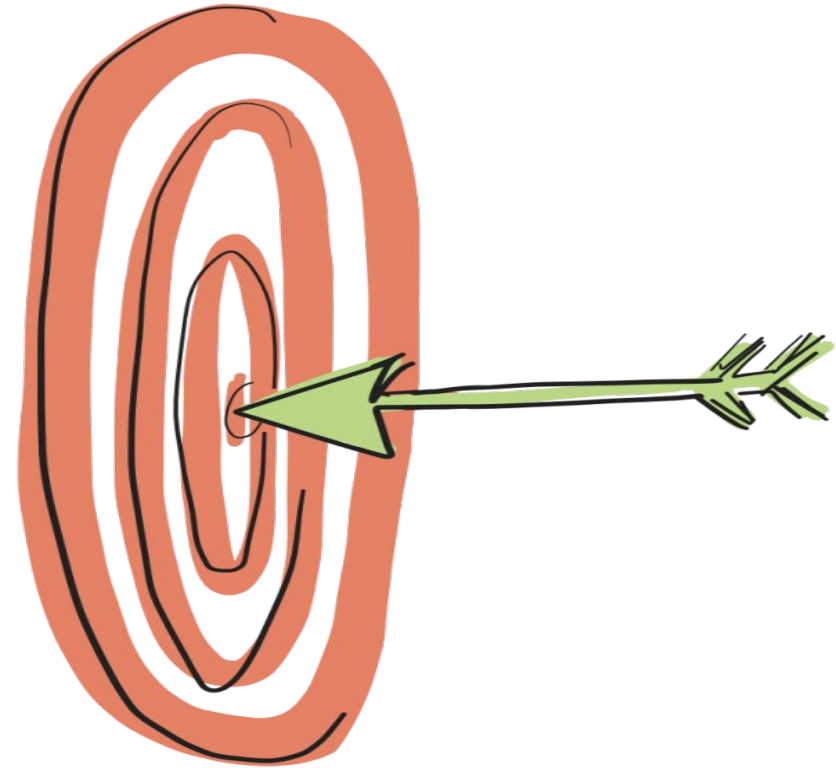
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# Motivation

## Goal:

The person makes the argument for change, not you

**Strategy:** connect the goal to the values of your learner by asking open ended powerful coaching questions that evoke change talk.



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# A Motivational Coach Approach 😊

- ❑ Motivation factors are diverse & personal
- ❑ Effective coaching = adapting, not imposing
- ❑ Meeting clients where they truly are builds trust and engagement
- ❑ A coach approach vs fix it approach is the key ingredient.
- ❑ **Ask**, don't assume – **curiosity** moves us out of judgement
- ❑ **Listen** for motivating factors and then **reframe** using their motivational language
- ❑ **Recognize** and align the **supports** with what gives them **resonance** and energy.
- ❑ **Acknowledge & Champion!!**



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**Change happens at  
the speed of trust.**

**–Stephen Covey**



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# Thank you! 😊

DEBRIEF

Q & A

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THANK  
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Webinar resources: [Pop Up PD Resources for LBS Educators](#)

Webinar evaluation: <https://tinyurl.com/4sd868dn>



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