**Chapter 8 - Knowing human needs that drive behaviour and how to use them**

* + Understanding our six human emotional needs
  + What needs are fulfilled by your career, both current and future roles?

Which needs do you wish to dial up?

* + What are the human needs of your work colleagues? How can you better work with them by knowing these?

**NOTES**

6 needs

Certainty, Uncertainty, Love & connection, Significance, Growth, Contribution

Draw up three columns

In the first column, list the human emotions that you currently have a strong need for

In the second column, add a tick to those needs that are already being fulfilled and specify what you are doing that enables them to be fulfilled.

Example – it might be certainty and this is currently met because you have a job that provides your desired income and it is not under threat as far as you are aware.

In the third column, for the emotions that are currently needed but not being fulfilled, list what is missing and an action you can take towards addressing this. Break the action down into several steps, starting with a first step.

On a separate page, list your key stakeholders at work.

Which one or two human needs do you believe are drivers for them?

Keep this to hand to refer to when you are preparing a conversation or seeking an outcome from them.