

How to Magnify Employee Potential Using Positive Reinforcement

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Daniel White

Organizational Development Consultant

Administration



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About the Speaker



Daniel White

Organizational Development Consultant

Expertise in strategic planning,
leadership development and
employee engagement

Experience teaching masters-level
courses in organizational
development

How to Magnify Employee Potential Using Positive Reinforcement



Learning Objectives

Explore how positive reinforcement produces significantly better results than punishment and threats.

Understand why traditional employee recognition programs may not achieve desired results.

Learn the various “appreciation languages” of employees and why it’s important to find the right way to express appreciation to each employee.



Poll #1

How To Shape Employee Behavior



Remember Your ABC's



B

BEHAVIOR

Remember Your ABC's

A

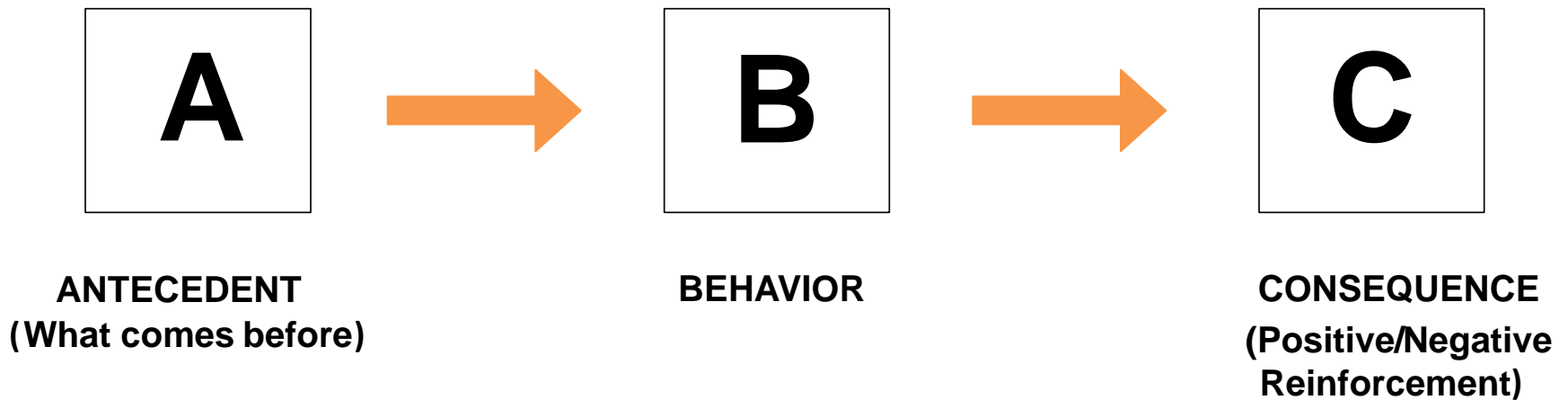


B

ANTECEDENT
(What Comes
Before)

BEHAVIOR

Remember Your ABC's





Types of Consequences

TO GET EMPLOYEES TO DO LESS OF
OR STOP A BEHAVIOR:

Types of Consequences

TO GET EMPLOYEES TO DO LESS OF
OR STOP A BEHAVIOR:



Punishment

Types of Consequences

TO GET EMPLOYEES TO DO LESS OF
OR STOP A BEHAVIOR:



Extinction

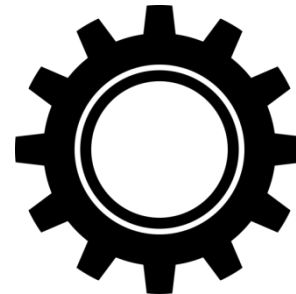
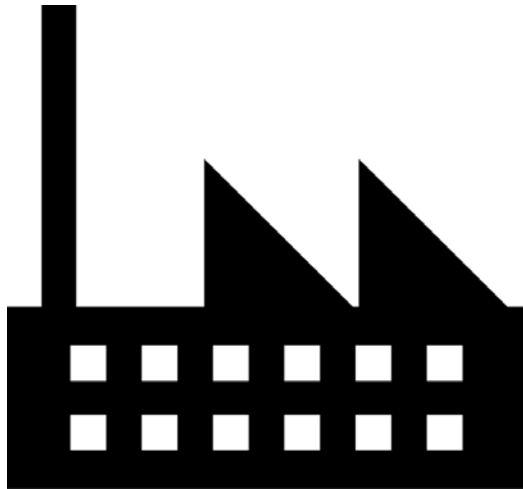


Types of Consequences

TO GET EMPLOYEES TO START OR DO MORE OF A DESIRED BEHAVIOR,
USE:

Types of Consequences

TO GET EMPLOYEES TO START OR DO MORE OF A DESIRED BEHAVIOR,
USE:



Negative Reinforcement

Compliance

tender
compliance.
of conf

What is Positive Reinforcement?

Types of Consequences

TO GET EMPLOYEES TO START OR DO MORE OF A DESIRED BEHAVIOR,
USE:



Positive Reinforcement

Positive Reinforcement Examples



Positive Reinforcement in Workplaces

Employee Awards



Thank-You

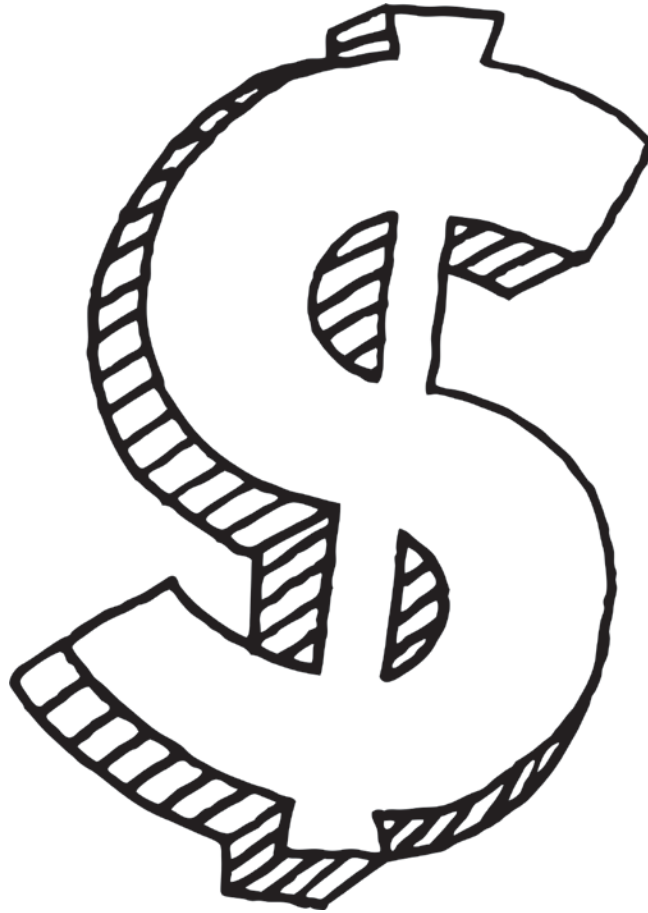




Thumb's Up



Money



Why is Positive Reinforcement Important?

Need for Positive Reinforcement

Positive reinforcement is *the only tool that generates discretionary behaviors.*



Need for Positive Reinforcement



You can't punish people into discretionary effort.


Need for Positive Reinforcement



Our response is hard-wired (physical).



It's free!!!



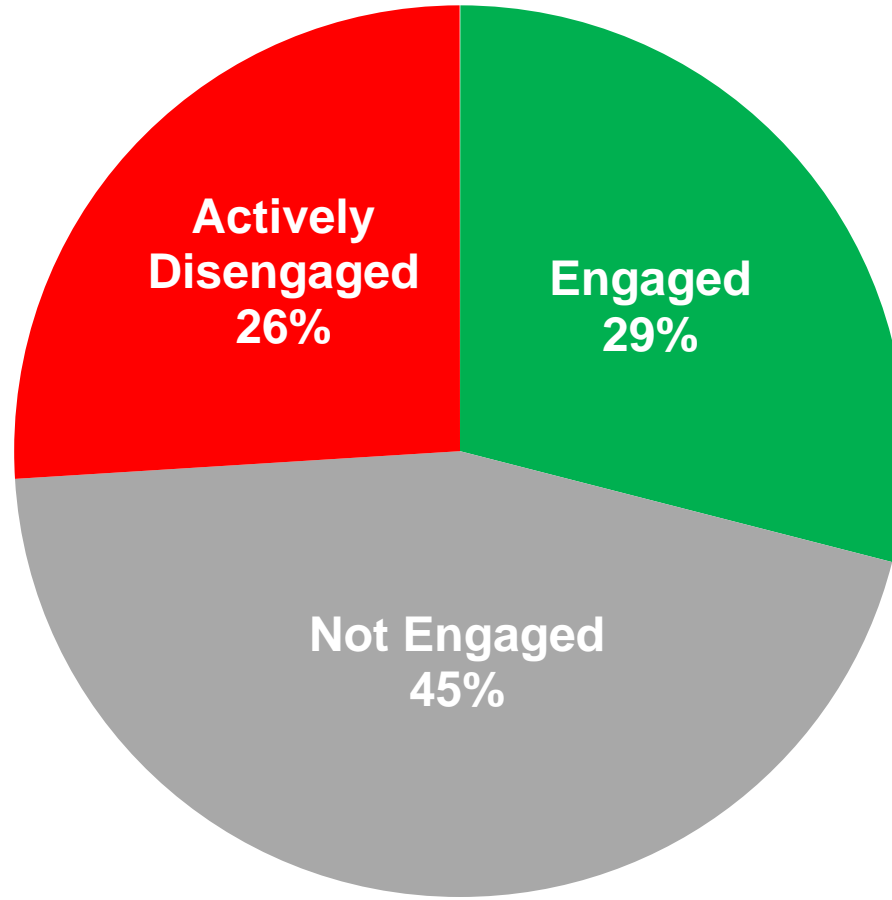
Discretionary Behavior
=
Employee Engagement



What is Employee Engagement?

**It's the all-important
“give-a-darn” factor.**

Employee Engagement in the Workplace



Source: Dale Carnegie Training



Employee Engagement

What does employee engagement have to do with getting the job done?

27% better attendance

31-51% less turnover

12% better customer satisfaction

51% less “shrink” (theft!)

62% fewer accidents

18% more productivity

12% more profitability



79% of employees who quit their jobs cite **lack of appreciation** as a key reason for leaving.



65% of North Americans report that they **received no recognition or appreciation** at their workplace in the past year.

Employee Recognition Programs



Poll #2



Poll #3



Employee Recognition Programs



**Most
Employee
Recognition
Programs
DON'T
WORK**



3 Most Common Responses to Employee Recognition Programs

Sarcasm





Cynicism





Apathy

Why Does Positive Reinforcement Fail?



Why Most Employee Recognition Programs Don't Work

- Generic Actions



Why Most Employee Recognition Programs Don't Work

- Generic Actions
- Group-based



Why Most Employee Recognition Programs Don't Work

- Generic Actions
- Group-based
- Verbal + Rewards



Why Most Employee Recognition Programs Don't Work

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- Infrequent



Why Most Employee Recognition Programs Don't Work

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- Infrequent
- Organizational/Impersonal



Why Most Employee Recognition Programs Don't Work

- Generic Actions
- Group-based
- Verbal + Rewards
- Infrequent
- Organizational/Impersonal
- Not Perceived as Genuine



Recognition vs. Appreciation

Differences between Recognition & Appreciation

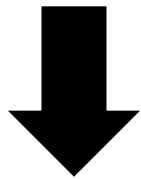
	Recognition	Appreciation
Focus	Employee's behavior (performance)	Employee's behavior + intrinsic value
Objective	Improve performance	Improve performance + support the person
Goal	What is good for the company or the manager	What is good for the company + the person
Relational Direction	Top → Down	Any



The Primary Difference between Recognition & Appreciation



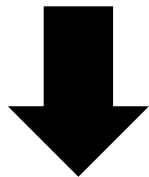
The Primary Difference between Recognition & Appreciation



Performance



The Primary Difference between Recognition & Appreciation



Performance



Person



So do I just ignore poor performance?



So do I just ignore poor performance?

NO!



What is the **#1 factor** that affects how much people enjoy their jobs?



What is the **#1 factor** that affects how much people enjoy their jobs?

That people **feel appreciated**
(not just that recognition is given)



Intention

Intention

≠

Impact

How Do I Give Positive Reinforcement?



Positive Reinforcement Made Easy

Remember: **SIPS**
Specific



Positive Reinforcement Made Easy

Remember: **SIPS**

Specific

Immediate



Positive Reinforcement Made Easy

Remember: **SIPS**

Specific

ImmEDIATE

Personal



Positive Reinforcement Made Easy


Remember: **SIPS**

Specific

ImmEDIATE

Personal

Sincere



Not everyone feels appreciated
in the same ways.



Words of Affirmation



Quality Time



Acts of Service



Tangible Gifts



Physical Touch



Languages of Appreciation at Work™

Assessment Overview

Words of Affirmation





**“I can exist for two weeks on
a good compliment.”**

Mark Twain

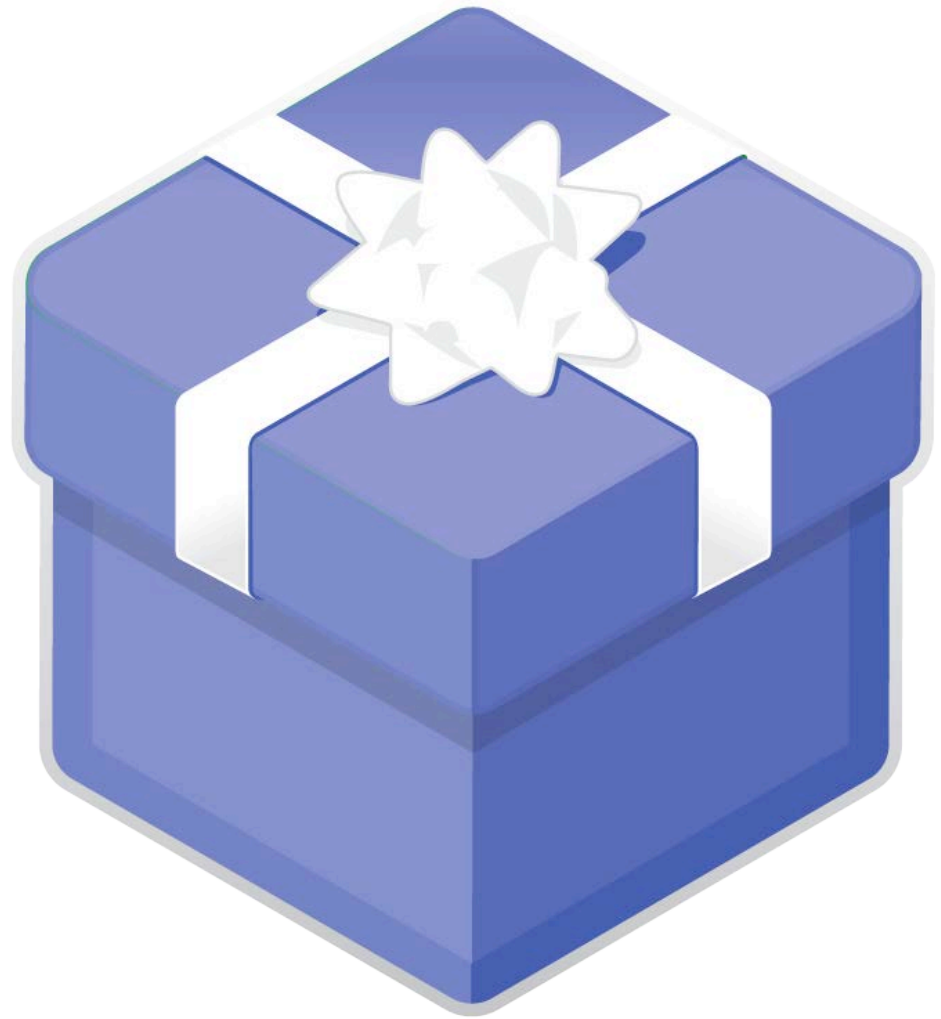
Quality Time



Acts of Service



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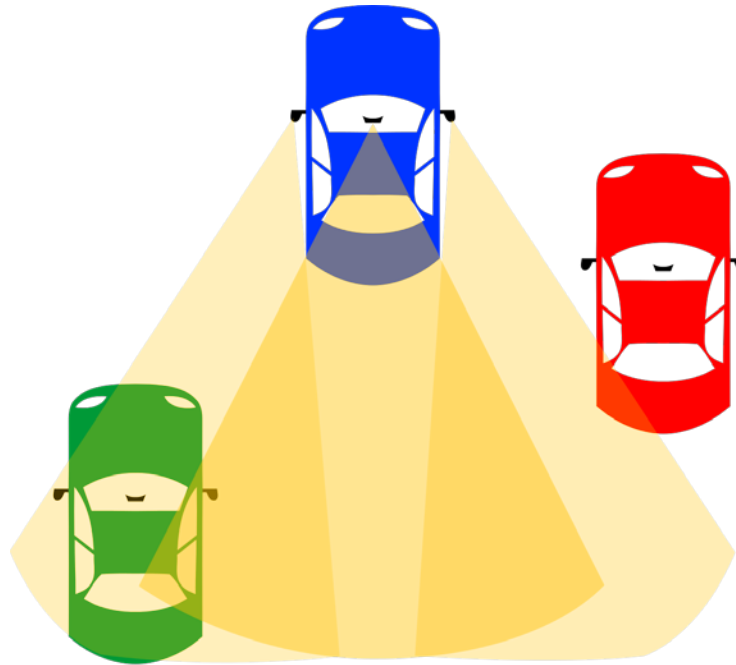




**“I believe a good pat on the back
is one of the greatest encouragers
we have.”**

John Wooden

Blind Spots



Your least valued language may actually be the most important in your career success and development.



Words of Affirmation



Quality Time



Acts of Service



Tangible Gifts



Physical Touch

Common Complaints About Positive Reinforcement



Common Complaints

“I pay my employees to do their job!”

Pay Raise



After 60 days, the “newness”
of a pay raise wears off.



Pay Threshold

If you mess up someone's pay, no amount of positive reinforcement will help.



Common Complaints

“I shouldn’t have to compliment my employees all of the time!”



Common Complaints

“It’s too warm and fuzzy.”

Review

Review

Positive reinforcement produces the best results.

Most Employee Recognition Programs aren't structured to improve employee engagement.

Remember SIPS when giving positive reinforcement.

Learn each person's "appreciation language" to best hit the target.



Resources

“Bringing Out the Best in People” by
Aubrey Daniels

“5 Languages of Appreciation in the Workplace”
by Gary Chapman and Paul White

Motivating by Appreciation Inventory:
www.AppreciationAtWork.com

Next Steps



Next Steps

Review your employee recognition programs.

Learn your colleagues'/employees' appreciation languages.

Practice using positive reinforcement.

Get outside help.



Poll #4

In Conclusion



Thank you!

Daniel White

Organizational Development Consultant

 daniel.white@aghlc.com

 @dw_white

 www.linkedin.com/in/danielwilliamwhite

 316.291.4017

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Mike.Ditch@aghlc.com