



P2M Webinar Series

ABC's of Effective
Performance Management

Power2Motivate

- Australia's leading employee reward, recognition and benefits solution
- Used by Australia's top companies including ANZ, JetStar, Aristocrat and Sofitel Hotels
- Over 30,000 individual rewards including experiences, travel and merchandise
- Complete control of budgets and real time reporting across award issuance, redemption and so much more

Today's Agenda

- Recap
- Business is behaviour
- What reinforcement looks like
- Using reinforcement for discretionary effort
- Effective delivery of positive reinforcement

Recap From Last Webinar

Recognition is a crucial
management skill

500%

4 Core Concepts

Business Is Behaviour



85%

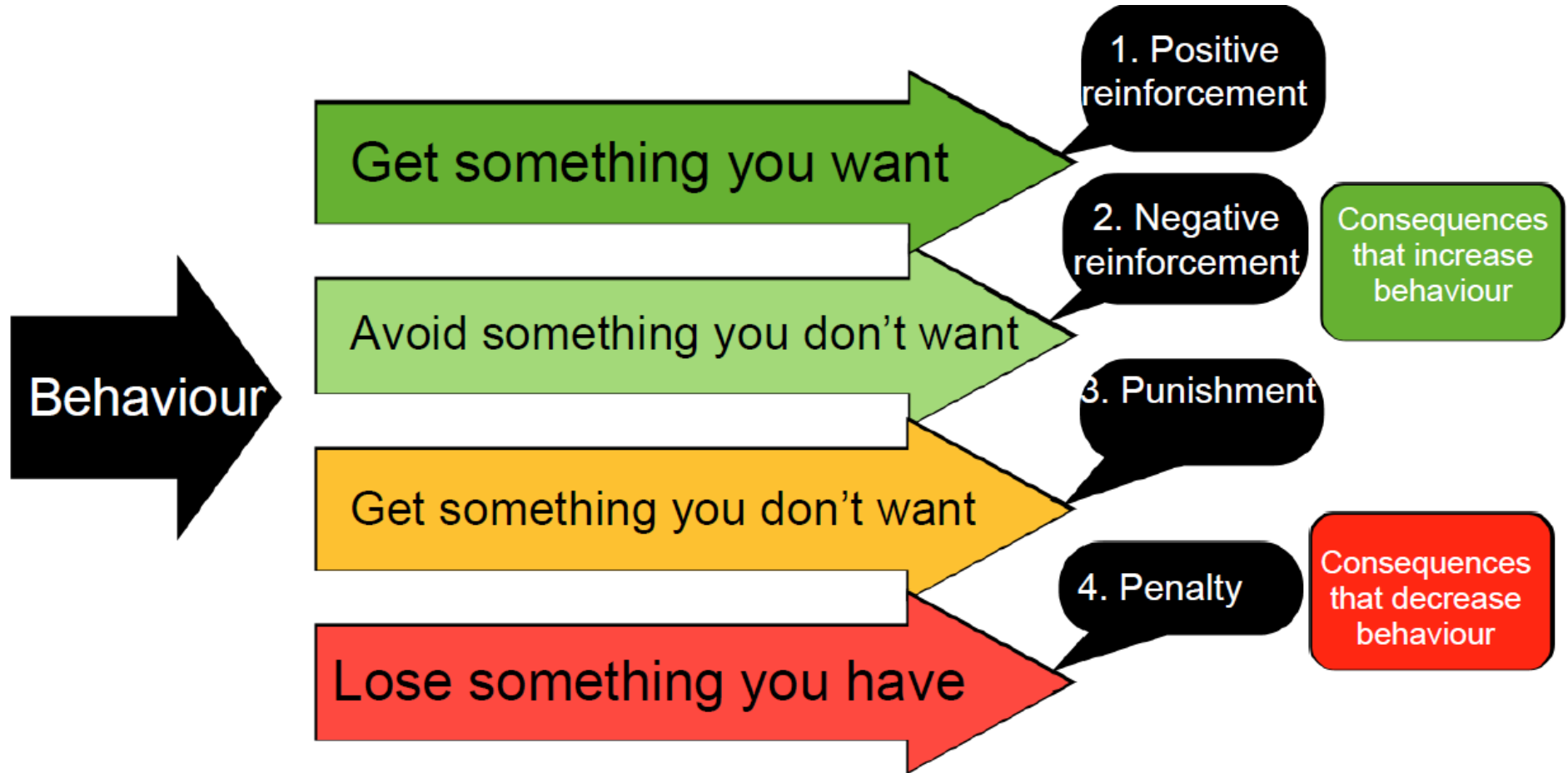


Behaviour is a function of its
consequences

Motivators

Antecedents (threat, goal, vision)	Consequences (reinforcement)
Comes before a behaviour	Comes after a behaviour
Initiate performance but don't sustain it	Sustain performance

The 4 Behavioural Consequences & Their Effects



Doing Nothing Is Something



What Does Positive Reinforcement Look Like?





Positive reinforcement happens every time a behaviour produces a favourable change in the environment for the performer

Social Reinforcement

Saying something to
another

No permission
required



Tangible Reinforcement

Has a value to receiver and others

Should be paired with social reinforcement

Requires choice “not one size fits all”



Work-Related Reinforcement

- Should be vigorously identified and developed
- Match with self setting of goals
- Useful in short term



Peer Related Reinforcement

- Most effective
- Provides for high frequency and immediacy



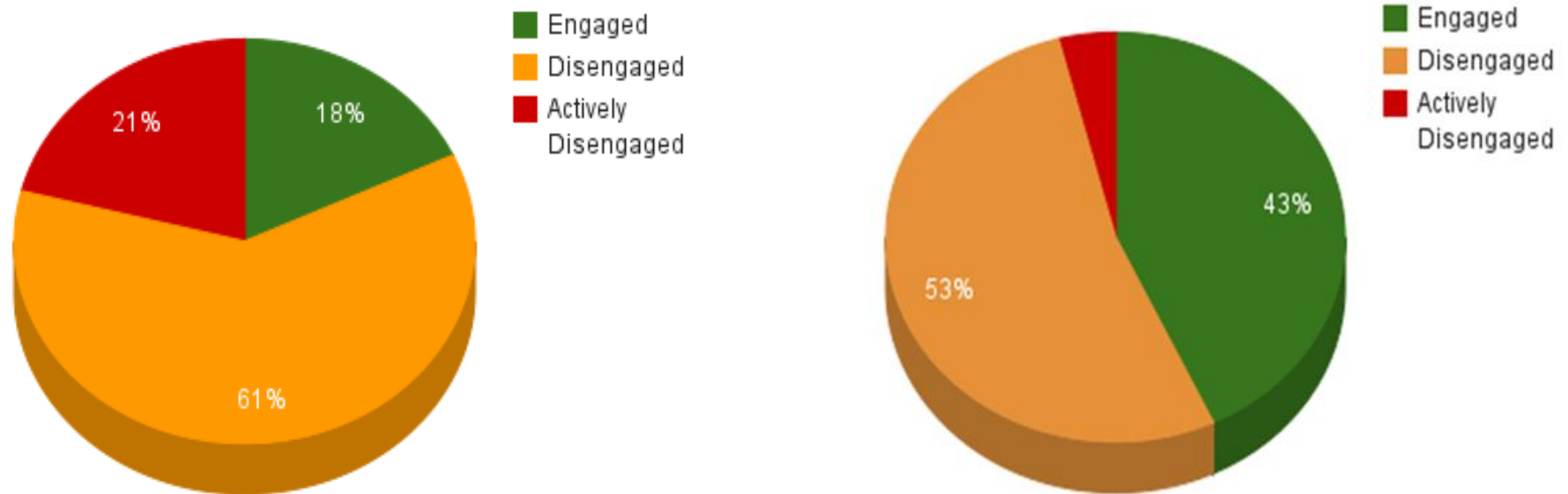
Manager Related Reinforcement

- Responsibility for coordinating, planning & delivering reinforcement
- Define behaviour, frequency & consequences



Managers who focus on their employees' strengths or positive characteristics have the most engaged staff with up to 43 per cent being engaged and only 4 percent actively disengaged.

Gallup



Questions



Using Positive Reinforcement to Increase Discretionary Effort

**The deepest craving in human nature is
the... craving to feel appreciated**

- William James

A recent survey asked employees what most influenced their commitment and motivation...

85% of employees indicate it is being recognised and treated with respect

Seek Intelligence 2008

1 in 3 people leave an organisation because they feel they are simply not recognised

Research by Success Corner Pty Ltd

4 to 1

Delivering Effective Recognition

Positive Reinforcement Should Be A Daily Affair

- Keep a simple record
- Who did you recognise today?
- What is going right?
- What problems were solved?



The Recognition Must Be Earned

- Associate recognition with clear values or behaviours
- People should know what they can do to be recognised
- Ensure desired behaviours can be recognised widely



The Recognition Must Have Personal Value

- Get to know your people
"What makes them tick?"
- Consider personal preferences when recognising
- Choice, choice and more choice is key



Minimise Delay Between Behaviour and Recognition

- Timing is everything!
- Quarterly and annual recognition is ineffective
- Use a system that encourages spontaneity



Presentation Of Incentive Preceded By Celebration

- Do not get the cart before the horse
- Make the celebration specific



Money Is Not The Best Incentive

- Priority should be recognition, celebration then a personal reward (preferably chosen by the recipient)
- Money gets spent without being seen
- Money is transferrable



Questions



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