

# Power2Motivate Webinar Series

## Positive Reinforcement and Positive Psychology at Work

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# Webinar Series

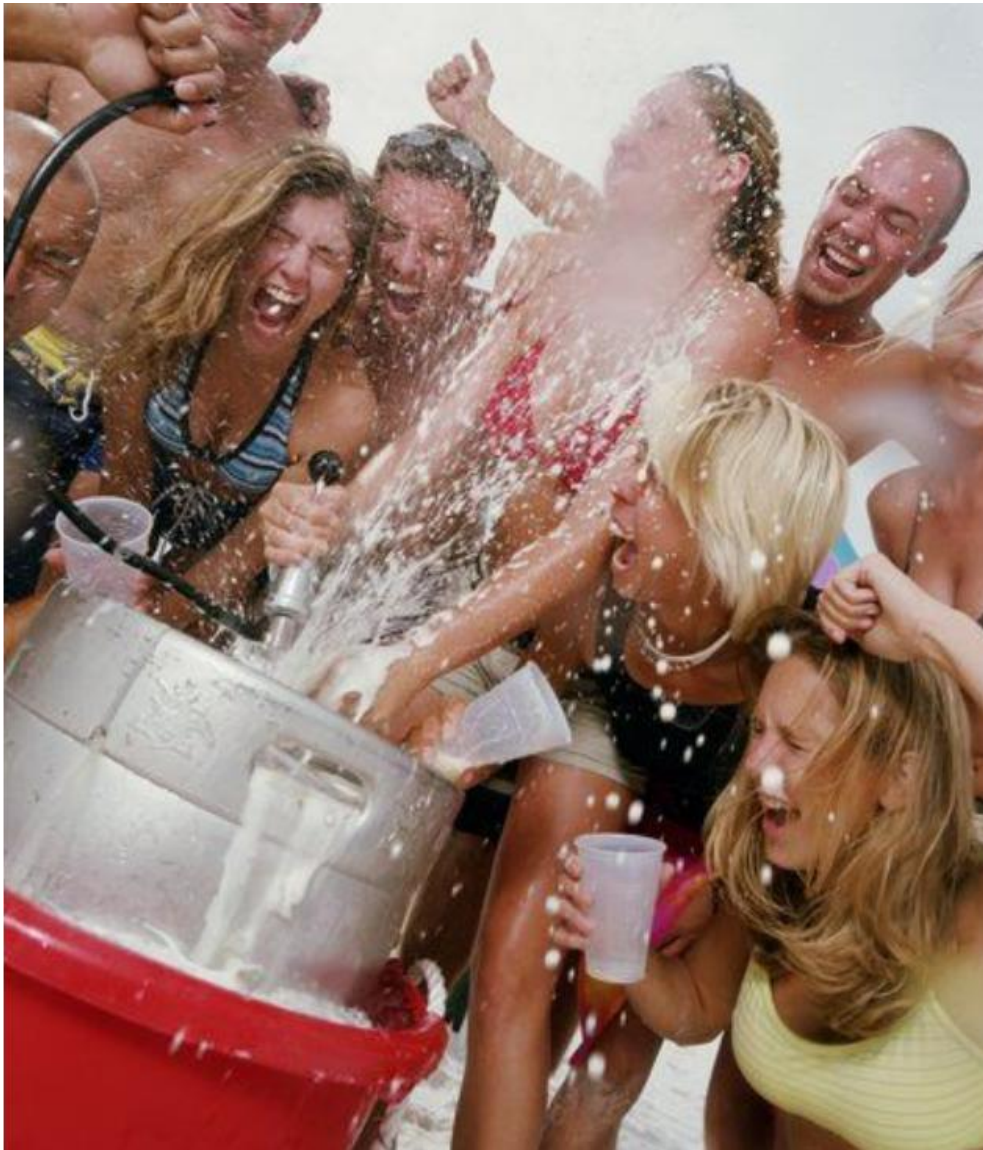
- Background & Basics (Webinar 1)
- Learning & Planning (Webinars 2-3)
- Implementation & Measurement (Webinars 3-6)

# Today

1. The P2M Australia Story
2. The Greatest American Hero
3. R&R Core Concepts

## Today's #1 Take Away

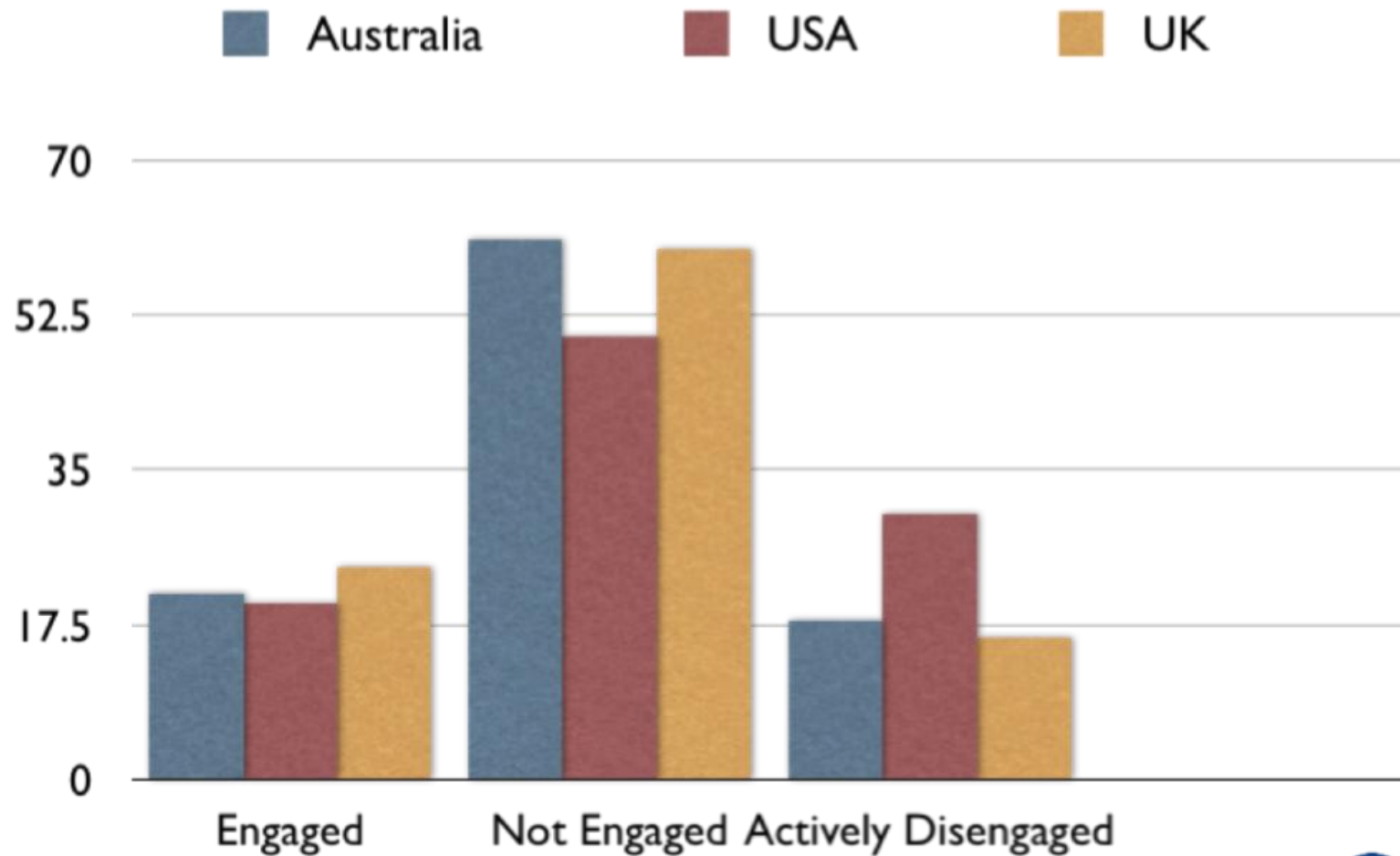
Recognition & Reward is a **critical management skill** that, when done right, can produce truly **phenomenal results!**



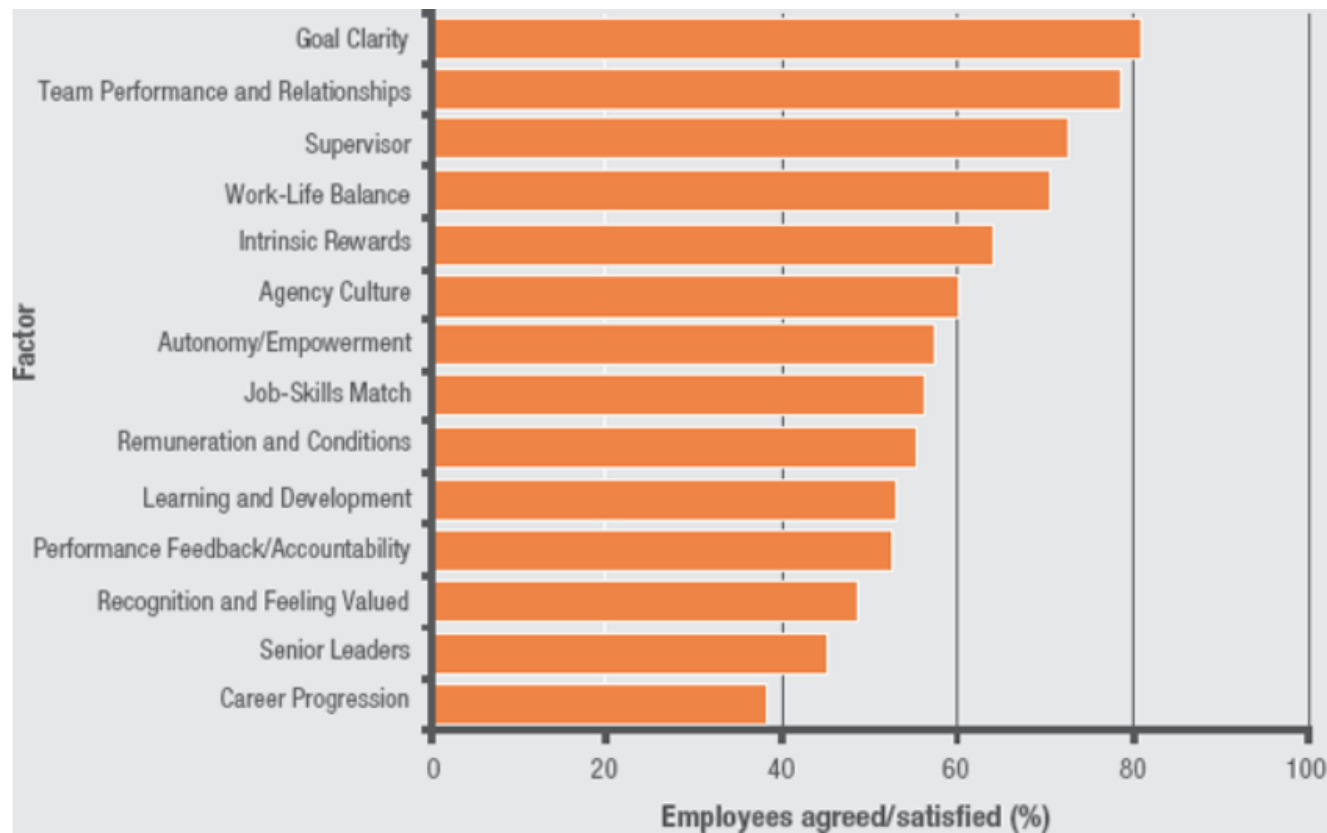




# Gallup Employee Engagement Research 2008



# APS Employee Satisfaction 2009-10



“There is 5 times greater difference in shareholder value between the companies with the most engaged workers and the least.”

Hurdy, Craig, Debra Osborn, Anne Herman, and Jeffrey Saltzman. “Solid Investments in Engagement Yield Shareholder Returns: The Aetna Story.” Kenexa White Paper. 2009. Print

500%

Organisations with higher than average employee attitudes towards their work had 38% higher customer satisfaction scores, with the organisation earning 27% higher profits.

12, The Elements of Great Managing, R. Wagner & Harter, The Gallup Organisation 2006

“Teams in the top quartile of engagement measures are 18% more productive and 12% more profitable than teams in the bottom quartile.”

Hurdy, Craig, Debra Osborn, Anne Herman, and Jeffrey Saltzman. “Solid Investments in Engagement Yield Shareholder Returns: The Aetna Story.” Kenexa White Paper. 2009. Print

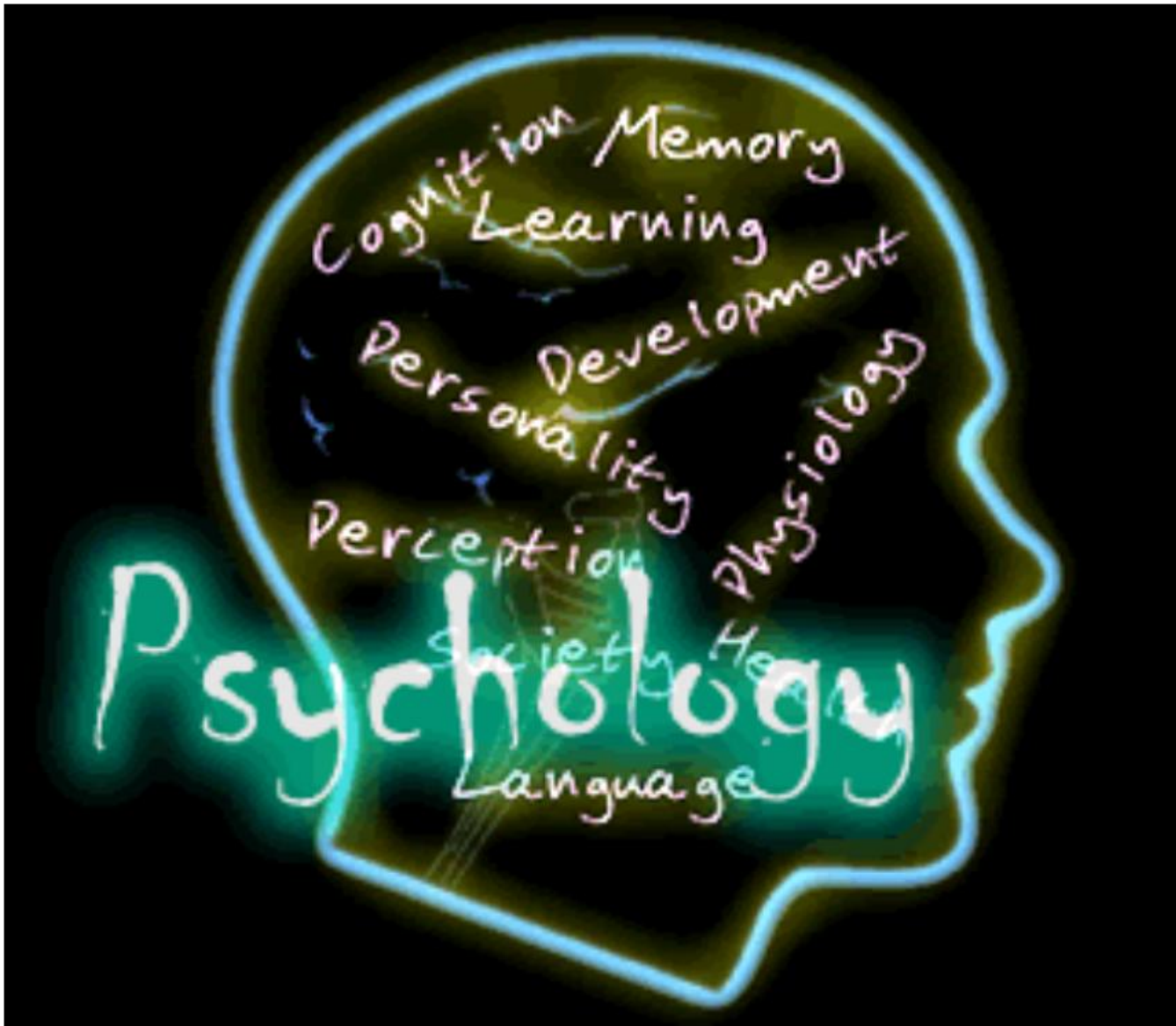
“84% of highly engaged employees believe they can positively impact the quality of their organisation's products, compared with only 31 percent of the disengaged.”

Seijts, Gerard H. and Dan Crim (2006). ["The Ten C's of Employee Engagement"](#). *Ivey Business Journal*



**Our mission is... to make Australian  
businesses the world's best at reward and  
recognition**





*If you are a leader then you are a psychologist.* Tom Peters

Behavioural psychology

Philosophy

# Positive Psychology

Gestalt Movement

Ivan Pavlov

Abraham Maslow

Martin

Seligman

B. F.

Skinner

Behaviouralism

Cognitive Therapy

# Applied Positive Psychology

Principle #1 Practice can make people happier.

Principle #2 Success follows happiness - not visa versa.

Principle #3 Focus on spotting opportunities

Principle #4 Use failures to launch success

Principle #5 Focus on small manageable goals

Principle # 6 Change habits by minimising barriers to change

Principle #7 A social support network is one of the biggest determinants of success & happiness



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*Business has to give people enriching, rewarding lives... Or it is simply not worth doing.* Richard Branson

# **#1 Cause of Employee Dis-satisfaction (Dis-Engagement)?**

Employee retention and  
engagement is  
**OVERWHELMINGLY**  
based on the  
**first-line manager!**

Marcus Buckingham & Curt Coffman, First, Break All The Rules: What the Worlds Greatest Managers Do Differently

**(Psychology + Management Skills)**

**X**

**(System + Measurement)**

**= BEST RESULTS**



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# Four core concepts

- Engagement
- Positive Reinforcement
- Intrinsic & Extrinsic Motivation
- Discretionary Effort

# Employee Engagement



## **Employee Engagement =**

The extent to which which employees are motivated to organisational success and are willing to apply discretionary effort. It can be measured as a composite of four factors.

We: How to Increase Performance and Profits through Full Engagement, R. Karsan & K. Kruse, Konexa. 2011

**Employee Engagement =**

**Pride + Satisfaction + Advocacy + Retention**

# Employee Engagement =

A deep and broad connection that employees have with a company that results in a willingness to go above and beyond what is expected of them to help their company succeed.

The connection has to occur at 3 levels: The rational, the emotional and the motivational

Closing the Engagement Gap, J Gebauer & D. Lowman 2008

## **Positive Reinforcement =**

The adding of a positive stimulus to increase a certain behaviour or response.

Positive reinforcement results in lasting behavioural change, whereas negative reinforcement or punishment changes behaviour only temporarily and has negative side effects.



## Positive Reinforcement

Nobody has an average day. Everybody faces hundreds of problems every day, requiring creative problem solving which is worthy of acknowledgement and thanks.

**Praise is the lowest cost, highest value coin and its production is limitless!**

# 4 to 1 Rule

# Intrinsic Motivation



**Intrinsic motivation** refers to motivation that is driven by an interest or enjoyment in the task itself and exists within the individual rather than relying on any external pressure.

# Marcus Buckingham

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**THE RULES**

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# Extrinsic Motivation



**Extrinsic motivation** comes from outside of the individual.

For example rewards like money, grades or coercion and threats.

Competition is also an extrinsic motivator.

Other examples are peer recognition and certificates.

**Personal Capability -  
Minimum Requirements  
= Discretionary Effort**



**The deepest human  
need is the...  
need to feel appreciated**

William James

# Next Seminar

- Business as behaviour
- What does effective Reward & Recognition look like?
- Capturing discretionary effort
- Effective Delivery of Reinforcement

## Today's #1 Take Away

Recognition & Reward is a **critical management skill** that, when done right, can produce truly **phenomenal results!**

