



**IMPROVE
PRODUCTIVITY**



How to increase employee motivation

How to Improve Retention

NOW AND IN THE FUTURE



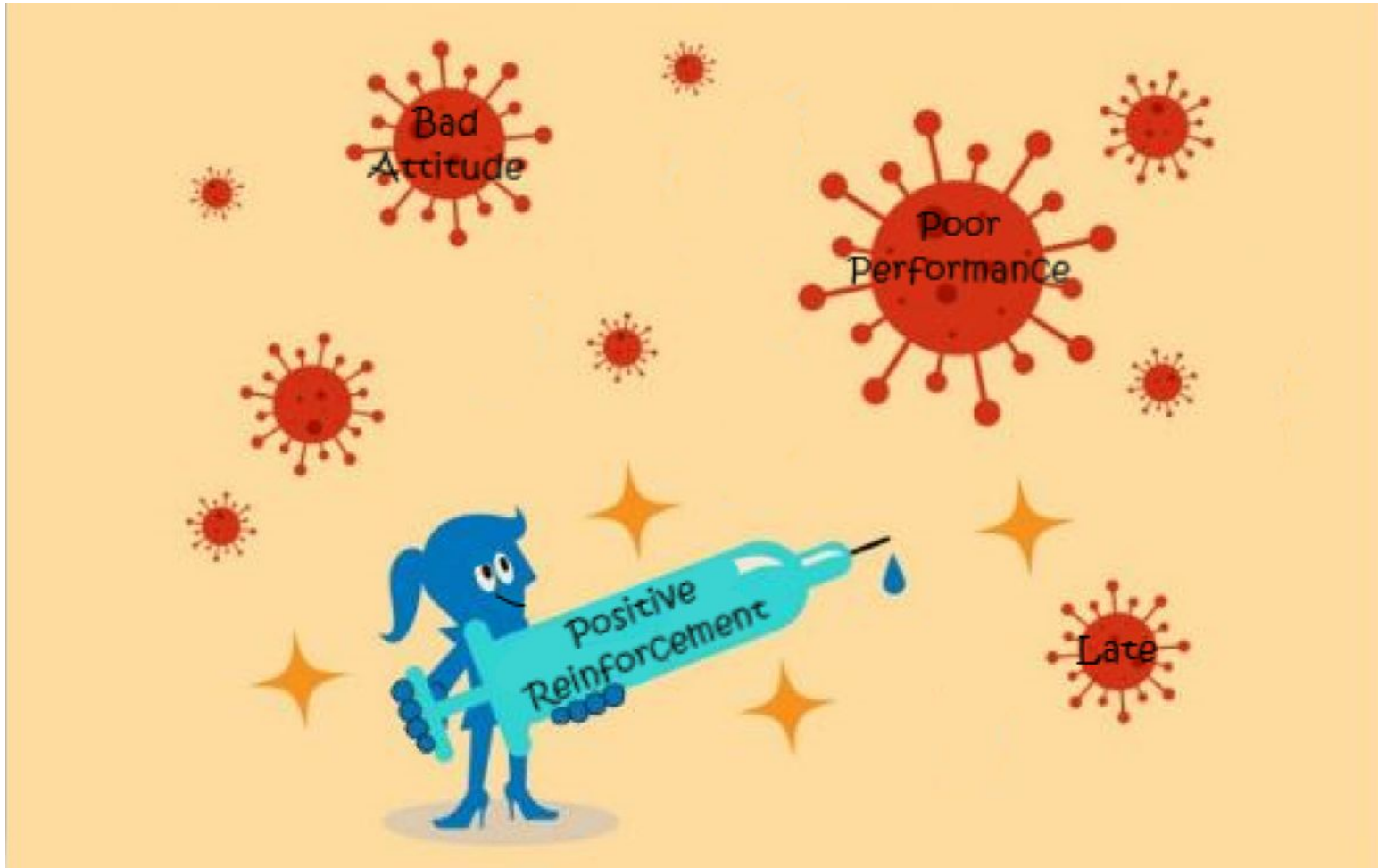
HOW TO KEEP YOUR EMPLOYEES HAPPY



Positive Management



Preventative vs Cure



Aims

- Understand the Why?
- Ideas for the How?
- Understand the outcomes!

The Why?

The supporting evidence! (the “Why”)

- Happiness leads to success ¹
- Unhappy employees take more sick days ²
- Teams with encouraging managers are shown to perform 31% better than teams with managers who were less positive and open with praise ³
- Specific and deliberate praise is more motivating than money ⁴

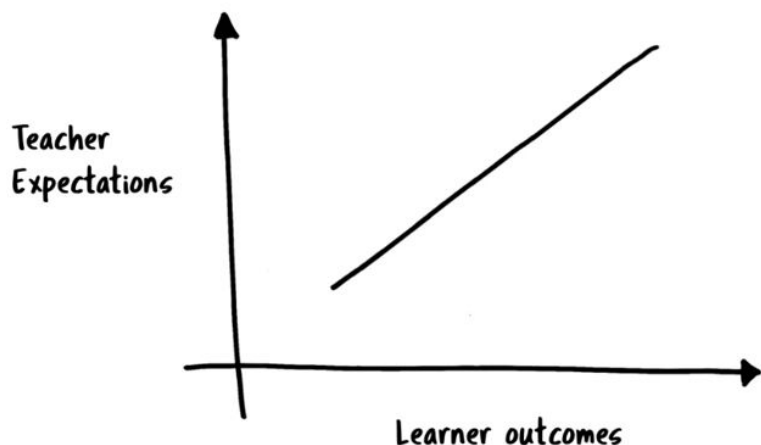


We become more successful when we are happier and more positive

- Doctors make accurate diagnosis 19% quicker ⁵
- Optimistic sales people outsell pessimistic counterparts by 56% ⁵
- Students primed to feel happy far outperform neutral peers ⁵
- Positive emotions help "out of the box" thinking ⁶



You as a manager/ coach/ teacher

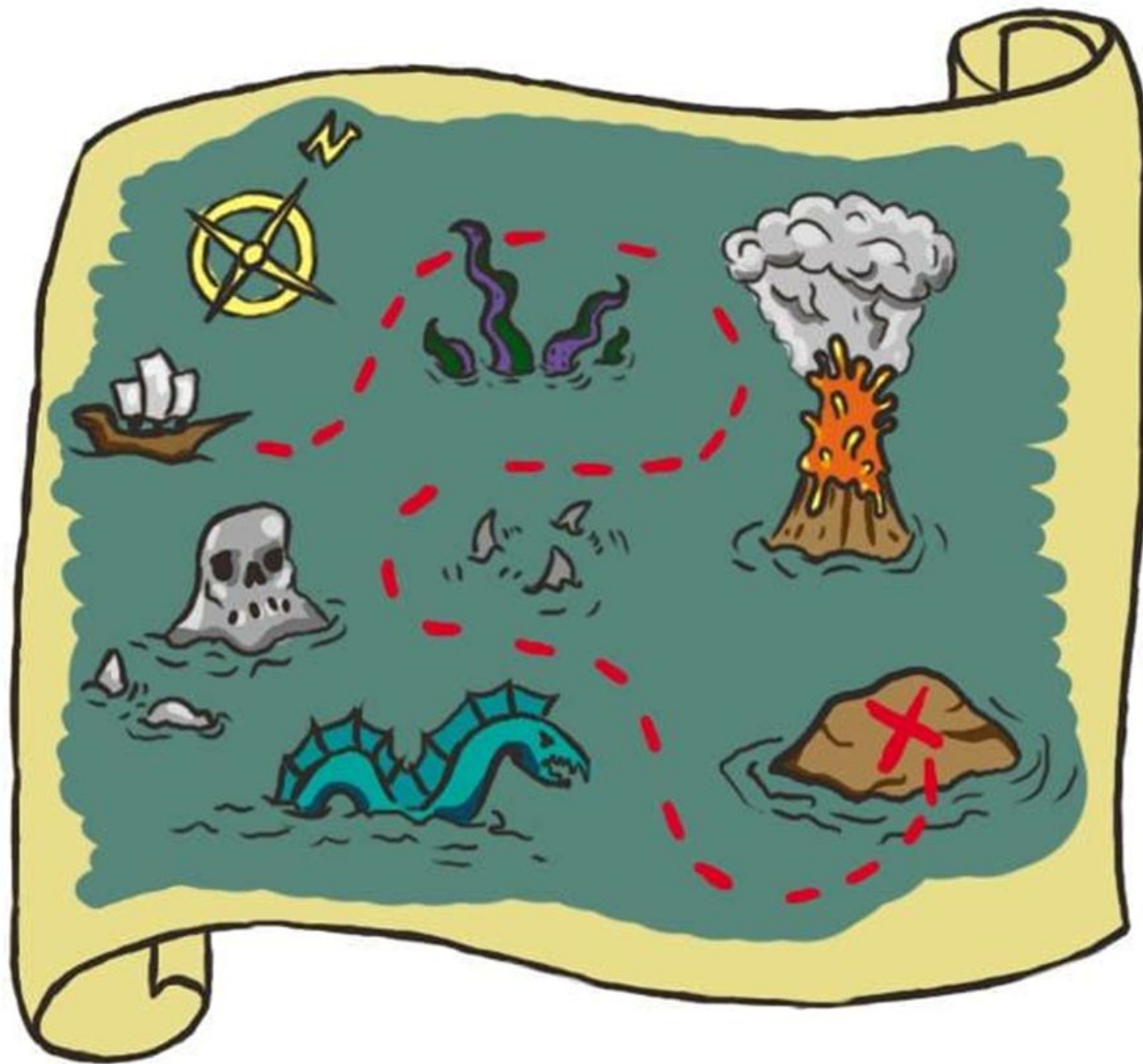


- Leaders can promote chemical release
- Its not just what you say but how you say it!
7
- The Losada line (ratio of positive to negative)
- The Pygmalion Effect
8

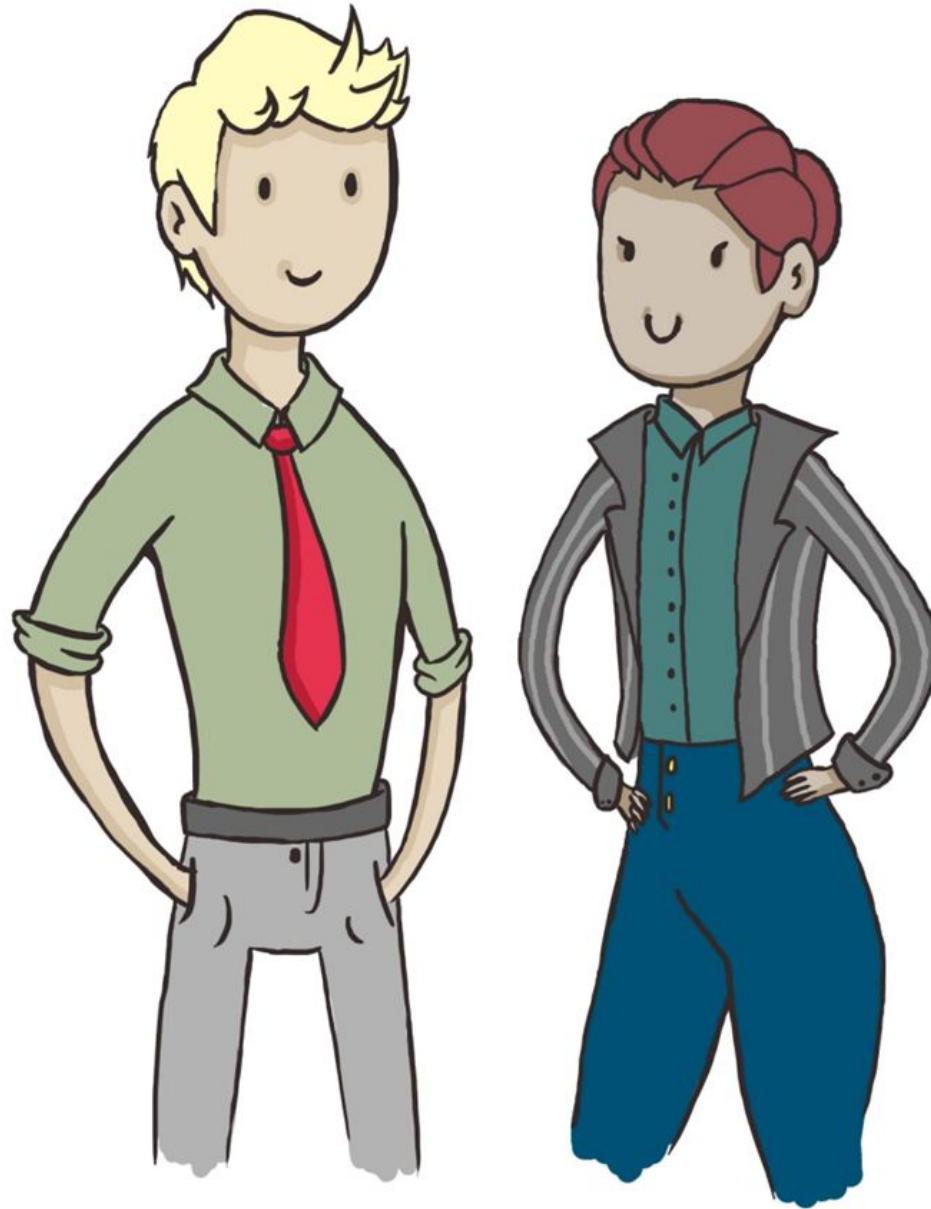
The How?

Maslow hierarchy of needs











The Tetris effect

- The negative tetris effect ⁹
- The positive tetris effect
- Brain training



What does Positive Reinforcement look like?

- Email to say thanks or well done
- Phone call to have a chat
- A pat on the back
- The “teams” praise options
- F2F just thank them or tell them
- etc



The importance of control, the arch enemy of Micromanagement

“Feeling that we are in control, that we are masters of our own fate at work and at home, is one of the strongest drivers of both wellbeing and performance”⁹

- Goals not Methods
- Distance
- Expectations not tasks
- Communication - Ask AND listen
- Accept the Blame
- Facilitate don't dictate
- Fairness

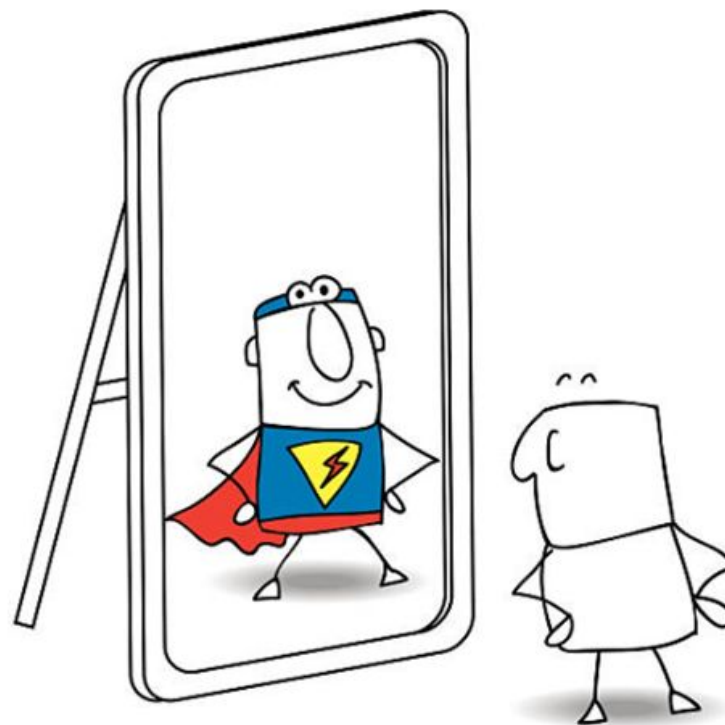
GAFFCED



“I've decided to micro-praise instead of micro-manage. Everything you've done for the last 30 seconds is outstanding.”

The Mirror

- **Camera on during meetings**
- **Focus on the positives**
- **Reinforce others**
- **Following up on requests**
- **Trust**



Beep Test



The Office Manager



Trust - Braving

- Boundaries
- Reliability
- Accountability
- Vault
- Integrity
- Non-Judgemental
- Generosity



Brene Browns Seven Elements of Trust

Empathy

“The ability to imagine and understand the thoughts, perspective, and emotions of another person”

Empathy example



Outcomes

- See more positives at work and home!
- Your team will share more with you
- Better wellbeing for all
- Retention
- Better relationships
- Supporting managers of the future
- Set the culture



Summary

- Think of positive reinforcement as your vaccine
- Set the tone for conversations
- Look for the good stuff (the treasure)
- Reinforce it at the time!
- Be the mirror - set the behaviours you would like to see
- Do the tasks that matter – expenses etc
- Communication
- Trust your staff

One more thing....

- Look after yourself
- Give yourself permission not to be perfect
- Empathic Fatigue workshop for managers (Gateway)
- Employee Assistance Programme (EAP)
- Wellbeing Hub (vita health group)



References

¹ Lyubomirsky, S., King, L., & Diener, E. (2005). The Benefits of frequent positive affect: Does happiness lead to success? *Psychological Bulletin*, 131, 803-855

² Gallup-Healthways Well-Being index. (2008). As referenced in: Associated Press. (June 18, 2008). Poll: Unhappy workers take more sick days

³ Deci, E. L. (1996). *Why we do what we do*. New York: Penguin.

⁴ Kjerulf, A. (2006). *Happy Hour is 9 to 5*. Lulu Publishing,

⁵ Achor, S (2010). *The Happiness Advantage, The Seven Principles that fuel success and performance at Work*. Virgin Books

⁶ Gallagher, W. (2009). *Rapt*. New York: Penguin, at 36.

⁷ Bachman, W. (1988). Nice guys finish first: A SYMLOG analysis of U.S. Naval commands. In Polley, R, B. et al. (Eds.) *The SYMLOG Practitioner: Applications of small group research. (1998). Working with emotional Intelligence*. New York: Bantam, at 188 New York: Praeger. As cited in Goldman, D.

⁸ Rosenthal, R., & Jacobson, L. (1968). *Pygmalion in the Classroom: Teacher Expectation and Pupils' Intellectual Development*. New York: Holt, Rinehart and Winston.

⁹ Achor, S. (2010). *The Happiness Advantage. The Seven Principles that Fuel Success and Performance at Work*. Virgin Books.

10



Vinaka
 Dankscheen
 감사합니다
 Dank Je
 Blagodaram
 Ngiyabonga
 Dziyekuje
 Juspaxar
 நன்றி
 Ua Tsaug Rau Koj
 Bedankt
 D'akujem
 Suksama
 Rahmat
 Matur Nuwun
 Misaotra
 Kitos
 Maake
 Kam Sah Hammida
 Maaururu
 Dhanyavada
 Asante
 Shukria
 Dhanyavadagalu
 Manana
 Dankon
 Arigato
 Chokrane
 Gracías
 Grazie
 Mochchakkeram
 Tingki
 Gratias Tibi
 Obrigado
 ありがとう
 Djiere Dieuf
 Eskerrik Asko
 Najis Tuke
 Diolch i Chi
 Terima Kasih
 Taiku
 Tack
 Matondo
 Biyan
 Thank
 You
 Kia Ora
 Kop Khun Khap
 Paldies
 Merci
 Go Raibh Maith Agat
 Salamat
 ขอขอบคุณคุณคุณ
 Di Ou Mèsi
 Welalin
 Danke
 Hvala
 Xbala
 Merci
 Go Raibh Maith Agat
 Salamat
 ขอขอบคุณคุณคุณ

