

Improve Employee Performance and Motivate Employees (with Promotional Products)

- 9:30 – 10:30 am
- September 28, 2006 – Motivation Show
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A Few Definitions

- Reinforcement: *The process of delivering a reinforcer at the time a behavior occurs. (Intangible)*
- Recognition: *Acknowledgement for a valued accomplishment (Tangible or Intangible)*
- Reward: *Given for results - (A Delayed Tangible)*
- Incentive programs: *Motivate future behavior*
- Recognition programs: *Show appreciation for accomplished behavior*

Discretionary Effort

People do things for two (2) reasons:

1. Because they want to
2. Because they have to (“or else”)

People are Motivated in Two Ways

1. Intrinsic – From the Inside
2. Extrinsic – From the Outside

Your Intentions Vs. The Effect

- **Intentions** are what you intend or mean to do. It's "WHY" you do it, or it is your "Motive."
- **Effect** is the actual impact it has on others
- *In other words, INTENTIONS are what is in your mind and the EFFECT is what is left after you act on your intentions.*

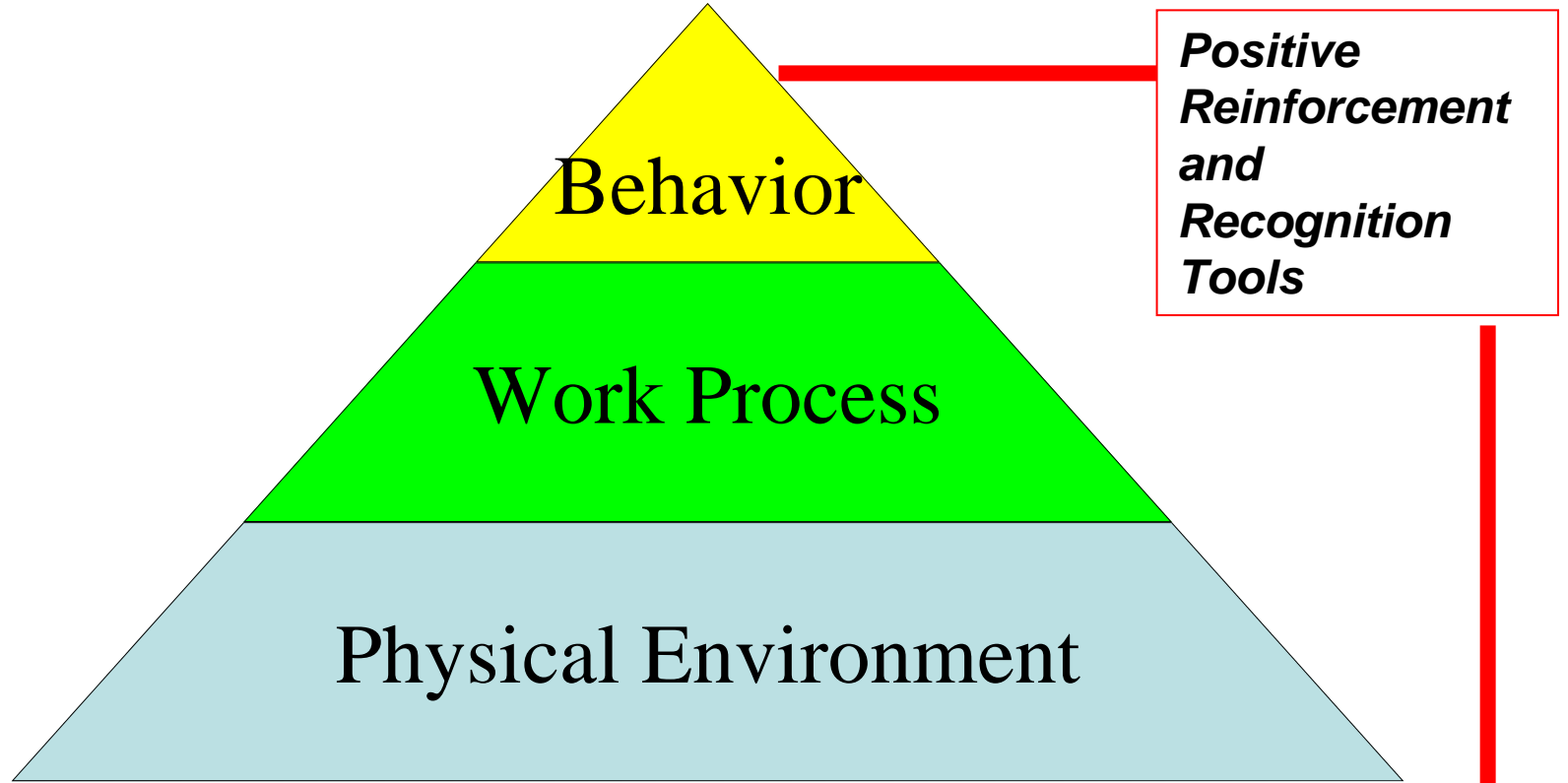
There are Two Main Ways to Recognize

1. Social – Has value only to the Performer (No \$)
2. Tangible – Has monetary value (it Co\$t something)

Two Types of Recognition Efforts

1. Informal / Spontaneous Recognition - Social Reinforcers (You still need to plan a bit – “off-the-cuff” is “off-the-mark”)
2. Formal or Planned Recognition

Performance Structure



Physical Environment

Work Process

Behavior

- Tools
- Resources
- Vision/Mission

- Training
- Procedures
- Policies

- Frontline Workers
- Managers/Supervisors
- HR Professionals
- Executives

The 5 R Approach



You Need the Tools

- ① Items to Promote Your Programs
- ① Day-To-Day (Instant Gratification)
- ① Social Reinforcers
- ① Commemorative Items
- ① Tangible Rewards (Lifestyle)
- ① Point Programs

Promote the Program

Give vs. Earn

"Safety Stars" Theme

Program
Launch

3 Month

6 Month

9 Month



Promotional Items



Day-to-Day (360°)



JSSI. Rewards and Recognition Program

Jessi The Dog
Points Available: 6000

Home
My Profile
View Point History
View Awards
View Order History
Log Out

To GIVE RECOGNITION Click Here : [Recognition](#)
To read the Rules Click Here : [Rules](#)
To read the FAQ's Click Here : [FAQ's](#)

JSSI.
Welcome to the
JSSI Rewards and Recognition
Program

Teamwork 🐾 Leadership 🐾 Responsiveness 🐾 Initiative
Impacting JSSI Goals 🐾 Innovation and Vision 🐾 Creativity
🐾 Volunteering to Participate in a Major Project or Milestone
🐾 Completing a Major Project or Milestone

[FAQ](#) | [Contact Us](#) | [Rules](#) | [Give Recognition](#)



Social Reinforcers

- ④ Approving Nod of Your Head
- ④ A Pat-on-the-Back
- ④ A Choice Assignment or Task
- ④ Your Attention
- ④ Ask Their Opinion
- ④ Acknowledge Approval
- ④ Recognize and Share Your Appreciation
- ④ Sincere Praise

Commemorative Items

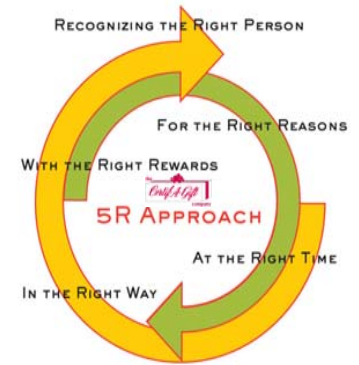


Awards and Trophies



Rule #1

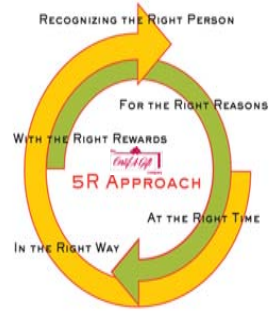
Recognize the Right Person



- ④ Unlimited “Earners”
- ④ The performer knows what must be accomplished to earn recognition (in a formal recognition program)
- ④ The manager’s success is tied to the employees success

Rule #2

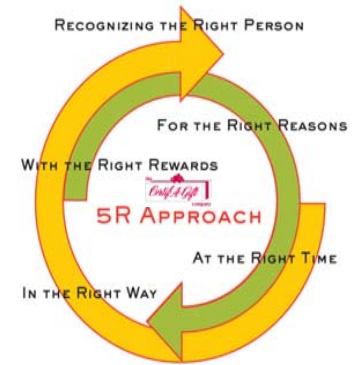
Recognize for the Right Reasons



- 🏆 Observe the Right Performance “In Action”
- 🏆 Making Improvements (the ocean is made up of many rain drops)
- 🏆 Monthly Results or Milestones Accomplished
- 🏆 Skill Improvement
- 🏆 Difficult Task Completed
- 🏆 A Breakthrough Accomplished
- 🏆 Significant Results

Rule #3

Recognize at the Right Time



- ④ As close to the behavior or result as possible
- ④ Every day is a good day for a celebration
- ④ It doesn't take a lot of time, but it is worth it!
- ④ Remember, “off-the-cuff” is “off-the-mark” (take a few minutes to prepare what you will say)

Rule #4

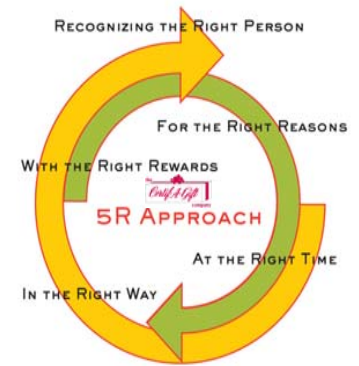
Recognize the Right Way



- ④ A recognition award given in the right way, it doesn't matter much what you give
- ④ An Award given in the wrong way, it definitely matters what you give
- ④ Bridge the gap between the behavior and the result with social reinforcers, points, and give-away products
- ④ The presentation is a celebration, an opportunity to recount the accomplishment
- ④ People who reinforce the smallest improvements see the fastest changes

Rule #5

Recognize with the Right Rewards



- 🏆 The dollar value of the recognition reward becomes less important as long as the items are meaningful to the performer
- 🏆 Awards must appeal to personal tastes and interests (of the performer)
- 🏆 The focus should not be on the reward, rather on the accomplishment
- 🏆 Rewards should be an “anchor” or create memory value of the accomplishment.

Thank You

- Questions
- Comments
- Stories

Mark Repkin, Vice President

