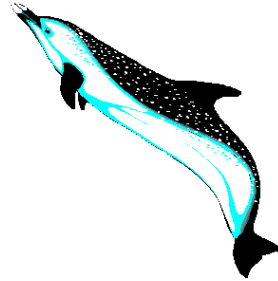


Motivation – notes to accompany training session

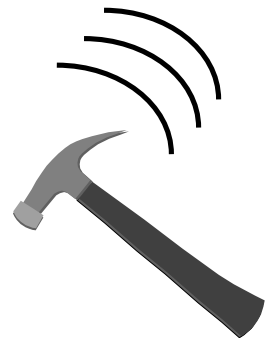
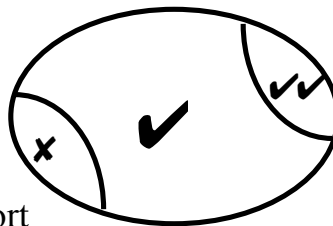
Dolphin through hoop

- reward,
- recognition,
- increasing challenge



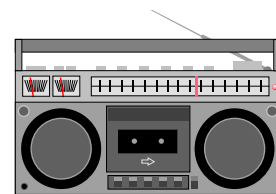
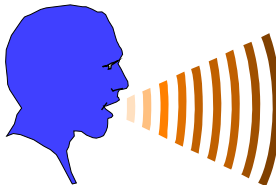
The Management Potato

- Focus on the excellent
- Why is thanking hard to do?
- Problems: make sure they have support
- No mistakes = no decisions, no challenge, no growth
- If a problem happens twice, it's YOUR fault!
- We do it for children, why not for adults?



Sledgehammer

Shouting at someone is like adjusting electronic equipment with a sledge-hammer...



- ◆ If you really have to criticise, criticise *the behaviour not the person*
- ◆ Also praise the behaviour not the person
- ◆ Praise in public, criticise in private

Horror story: The Mistakes Book

Good stories: IBM: “a million dollars training you”

Mickey and Goofy

Jack the lathe operator: “Catch them doing something right”