

OPERANT CONDITIONING FOR EMPLOYEES

Operant conditioning is defined as learning in which an individual's behavior is modified by its consequences, either strengthening or weakening that behavior.

Goals

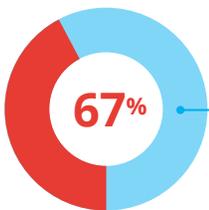
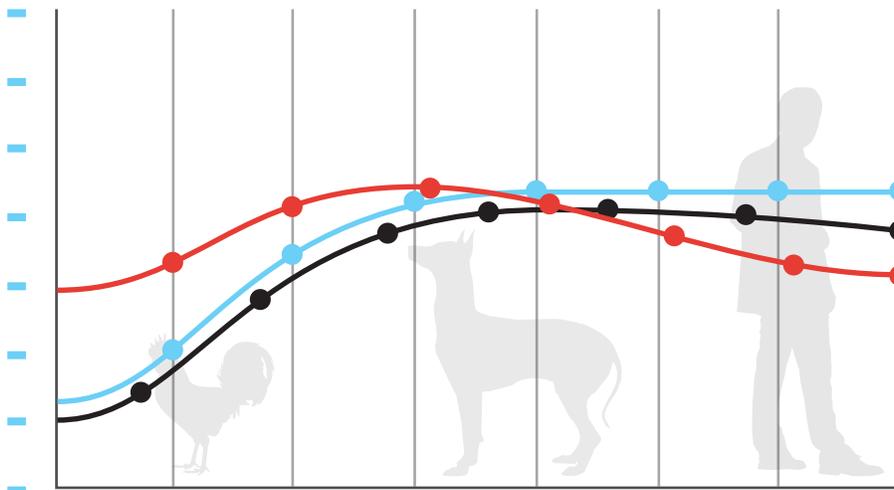
Encourage performance by defining goals that you want to see your employee achieve.

Positive Reinforcement

Provide this immediately after the desired behavior to help reinforce your desired goals.

Feedback

Give constructive feedback. Deliver a 6:1 ratio of positive to negative feedback.



Positive Feedback

92% of managers say they're doing an "excellent" or "good" job managing employees; only 67% of workers agree.

-Rasmussen Reports LLC for Hudson

"GOOD JOB!"

"THANK YOU"

SEND A THANK YOU EMAIL FOR SPECIFIC JOB THEY DID

GIVE SMALL PERKS - GIFT CARDS OR FREE LUNCH

TELL THEM UPPER MANAGEMENT WILL HEAR ABOUT THE GREAT JOB.

LET THE TEAM KNOW WHAT A GREAT JOB THE PERSON DID.

PROVIDE POINTS, BADGES, OR EMPLOYEE OF THE MONTH.

RECORD THEIR SUCCESS IN A TRACKING SHEET OR NOTES