

4TH ANNUAL CONGRESS QUALITY & SAFETY IN HEALTHCARE: LUXURY OR NECESSITY ?

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Incentive and Motivation Strategies to Improve Performance

What Are Incentives?

- Incentives are tools managers use to reward good work and encourage employee engagement and retention.
- They are used to help in the decision-making process.
 - There can be positive and negative incentives
- They are a means of tangibly recognizing achievement.

Why Incent?

- Valued by Both Employers and Employees
- Demonstrate commitment Employee ↔ Employer
- Motivate Employees – help get them aligned
- Improve Performance – team performance doubly-so
- Engage Participants – encourage “thinking smarter”
- Attract Quality Employees – Get the better / the best
- Gain sense of ownership – become stakeholders
- Establish a sense of pride in being part of something
- Create confidence in oneself and the organization

Positive & Negative Incentives

- **Positive Incentives – The Carrot**
 - Create environment for fulfilling needs and wants
 - Incentives inspire employees to perform
 - Serve to create a pull in the organization to increase overall group performance

- **Negative Incentives – The Stick**
 - Serve as a punishment to negative behavior
 - Must be used in only the most extraordinary circumstances as the last step before termination.

Types of Incentives

- **Non-Monetary**

- Praise, Recognition, and Respect; People will not leave for 5% or 10% more pay – but they will leave if they do not feel they belong or are a respected member of the team.
- Perks and Allowances; Small tokens of appreciation that do not cost much, but have big impact; ie. personal time.

- **Monetary**

- Bonuses, Raises, Promotions; Always greatly appreciated.
- **Risk!** An employee could come to count on the extra money as part of their income. Also reduces company maneuverability when times are difficult. Demotivating.



Open Discussion

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