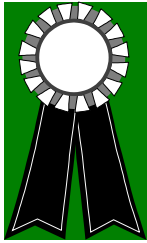


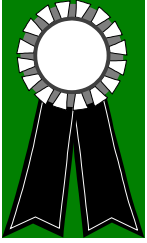
What does this say?





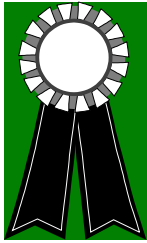
Rewards on a Shoestring

Mary L. Cruse
Manager, Worldwide Service Center
Cardinal Health, Inc.



What we'll discuss...

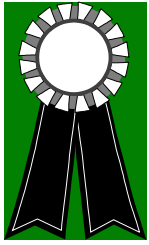
- What does it mean to motivate
- Different behavior styles and motivation
- What can you do with no money
- What can you do with a little money



Can you motivate people?

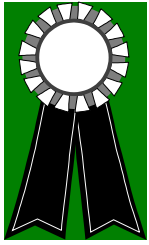
- Motivation comes from the word “motive”.
- Can you make anyone do anything?
- Or do you create an environment to which they respond?

Something to think about



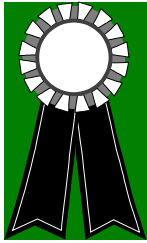
Be careful what you wish for...

- Behavior change based on the motivation
- Are you rewarding the behavior you want to experience?
 - First call resolution
 - Speed of answer
 - Competition
- Decide first what behaviors you want – then choose your motivational tools.



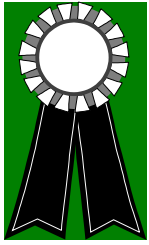
Behavior Styles and Motivation

- When was the last time you asked your team what motivates them?
- What motivates some can be demotivating to others.



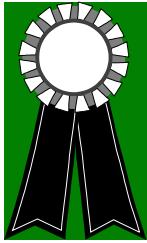
Behavior Styles and Motivation

- D – Director
 - Public Recognition or additional responsibility
- I – Interpersonal
 - LET’S PARTY!!!!
- S – Steady
 - Tell me, quietly.
- C – Calculating
 - Do what the procedure manual says to do.



Behavior Styles and Motivation

- If you use the same tool for all, some won't feel rewarded.
- If you use different tools, some won't feel equity.
- The key is to COMMUNICATE!
COMMUNICATE! COMMUNICATE!



What to do with no money



Time off with pay

Special recognition

Special projects

Decorate their workspace

Cross Training

Coaching and Feedback

Verbal acknowledgement

Email from a “bigger” boss

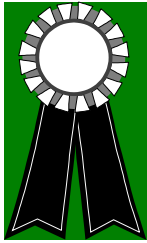
POB or BRAVO placard

Thank you notes

Birthday and Anniversary notes

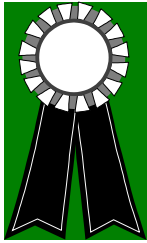
Delegation

What else?



How do you get some money?

- ROI on the incentive plan
- Performance improvements
- Meet goals more quickly
- Have metrics and \$\$\$ figures to show progress.



What to do with a little money

Lunch for the team

Night on the Town

Dinner on the Company

Movie Tickets

Restaurant certificates

Lunch tickets

Gift certificates

Customer Service Week

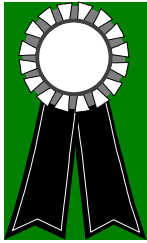
Theme park admission

Points Program

WOW Program

All Star Nominations

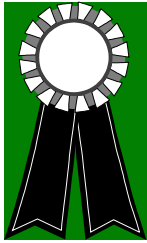
Call Assist Program



Reference Book

1001 Ways to Reward Employees

By Bob Nelson



How can I help you?

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