



## **Your Points to Ponder**

### **Rewarding Unemployment II - P2P Quick Communique #23**

**It's been shown by experiments with animals and with humans that when criticism is minimized and praise emphasized, the good things people do will be reinforced and the poorer things will atrophy for lack of attention -- Napoleon Hill**

**The most recent 'Points to Ponder' ignited** passion in so many ways and on so many different levels. I was NOT condemning hard-working people, through no fault of their own, were laid off and are collecting unemployment. I was asking .....

**The million dollar question** ... what 'poor' behaviors are *you* unconsciously reinforcing? What do you do when:

- Someone comes late to a meeting and wants to revisit an earlier discussion?
- A team member actively uses their blackberry during a meeting?
- A team member sounds off, is aggressive, dominant, etc. to the detriment of the team?
- Someone consistently commits to complete deadlines, and at the last minute has an excuse why they can't. The rest of the team has to scurry to meet those commitments.
- Another person promises to complete work, or attend a meeting .... and doesn't follow through.

**If you do nothing,** *you are rewarding these behaviors.*

**Let me ask you:** *Why should that person do something different?* What are the consequences they experience for this behavior?

**Would you get better results if you praised them when they behaved positively?**

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

**Contact Shari, 281.992.4136, to speak to your department, organization, group or conference.**



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