## THE VIBRANT WORKPLACE™

*How to Overcome Common Obstacles to Building a Positive Workplace*

PRESENTERS

HOSTED BY
Terryberry

**Mike Byam**
Terryberry
@TerryberryCo

**Dr. Paul White**
Appreciation at Work ™
@drpaulwhite

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## THE VIBRANT WORKPLACE™

By Dr. Paul White

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## ASK QUESTIONS…*WIN!*

If we address your question during today's live broadcast, you'll receive a complimentary copy of *The Vibrant Workplace* by Dr. Paul White.

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## Goals for Today

1) Understand the core characteristics of vibrant workplaces;

2) Identify the most common obstacles faced when trying to create a positive work environment;

3) Comprehend the importance of two core issues that undermine creating healthy, vibrant workplaces; and

4) Determine practical action steps to begin to make your work setting healthier.

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## Logistics

To receive:

a) copies of the PowerPoint handouts, and

b) the ebook addendum from *The Vibrant Workplace,*
*Communicating Appreciation in Special Circumstances:*
*Holidays, Appreciation Days, and Other Awkward Situations,*

c) a **"sneak preview"** of the introductory video from
*The Vibrant Workplace Training Resources.*

Email info@thevibrantworkplace.com with "Terryberry" in
the subject line.

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## The Need?

• Low Staff Morale

• Negativity

• Desire to Create a More Positive
  Culture but Don't Know How

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## What is a *Vibrant Workplace*?

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## What is a *Vibrant Workplace*?

• Positive

• Growing

• Healthy

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## What is a *Vibrant Workplace*?

- Energetic
- Productive
- Overcomes Obstacles

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## What is the Opposite of a *Vibrant Workplace*?

| Toxic Workplace | Dull, Boring Workplace |
|---|---|
| *negative | *uninteresting |
| *unhealthy | *low energy |
| *unpredictable | *no purpose |
| *dangerous | *apathy reigns |

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## Two Relevant Questions:

1. Is the idea of a "Vibrant Workplace" realistic?
2. Do any "Vibrant Workplaces" actually exist?

**Poll Question:** Which of the following do you see as the most frequent obstacle to workplaces incorporating appreciation within their culture?

1. Busyness
2. Lack of support by management
3. Perceived Inauthenticity
4. Excessive focus on goals & performance
5. Pervasive negativity

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## Common *Obstacles* to a *Vibrant Workplace*

- Lack of support from management
- Pushback from supervisors
- Inauthenticity from poor employee recognition
- Negativity
- Busyness
- Not understanding or accepting people's differences
- Challenges inherent in unique settings
- Cross cultural issues
- Difficult colleagues
- Performance issues (Low, Middle, High, Toxic)

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## 3 Most Common Obstacles

1. Lack of interest or support from management

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## Lack of Interest / Support from Management

- Focused on the financial numbers and don't understand how appreciation contributes to business success
- Think the focus is just on making employees happy or "feel good".

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## Research-Based FACTS

- **Money is not an effective motivator for most people.**
  - 90 studies over the past 120 years have found money only accounts for 2% of why workers enjoy their jobs.
- **Motivating by money doesn't get you much.**
  - Employee engagement is 3x more impacted by intrinsic motivators than to extrinsic rewards.
  - Non-monetary incentives are more motivating to employees than monetary rewards (especially for millennials!)

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**51%** of managers believe they do a good job of recognizing employees for work well done.

**17%** of employees believe their manager does a good job of recognizing them for doing a work well done.

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## Bad Results Occur When Staff Don't Feel Appreciated:

Tardiness increases

Productivity decreases.

Higher staff turnover.

Call in "sick" more often.

Develops a negative culture.

More irritability & conflicts.

Don't follow policies & procedures.

Managers don't like their work as much.

More customer complaints.

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## 3 Most Common Obstacles

1. Lack of interest or support from management
2. **Perceived inauthenticity from poorly designed employee recognition programs**

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## Perceived Inauthenticity
### (created by poorly designed employee recognition)

* Managers think employee recognition is enough.

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**51%** of managers believe they do a good job of recognizing employees for work well done.

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## Perceived Inauthenticity
### (created by poorly designed employee recognition)

* Managers think employee recognition is enough.

* Employees & Supervisors react negatively to the impersonal, mechanical nature of recognition.

Apathy

Sarcasm

Cynicism

# 3 Most Common Obstacles

1. Lack of interest or support from management
2. Perceived inauthenticity from poorly conceived employee recognition programs
3. **Busyness**

# Busyness

* **Busyness** = #1 reason given by supervisors and employees on why they think appreciation isn't communicated more

* Fact: everyone is busy.

"No matter how busy I am, I'm never too busy to stop and complain about how busy I am."

## Busyness

Authentic Appreciation Can Actually Reduce Busyness

- Becoming more efficient:
  Hitting the target vs. shotgun approach
- Colleagues and Supervisors
- Team members who feel valued get work done

## Two Core Underlying Issues

- If understood and addressed →
  *Vibrant Workplace*

- If misunderstood or ignored →
  unhealthy workplace

## Two Core Underlying Issues

1. Recognition & Appreciation aren't the same .

## The Primary Difference between

### Recognition & Appreciation

Performance          Person

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"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

*Maya Angelou*

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## Two Core Underlying Issues

1. Recognition & Appreciation aren't the same .
2. Employees are *people*, not just producers.
   - People want to be valued for who they are.
   - Most recognition / reward programs only impact the top 10-15% of employees and miss the important 50-60% in the middle.

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## Other Issues Addressed in *The Vibrant Workplace*

*The Business Case for Appreciation

*Appreciation & Millennials

*Understanding & Dealing with Resistance

*Dealing with Difficult Colleagues

*The Neuroscience of Appreciation

*When You Don't Feel Appreciated

*Appreciation & Poor Performers

*People You Don't Understand

*Unique Settings: Government, Schools, Medical, Non-profits

*Inauthenticity & Lack of Trust

## Practical Action Steps

1. Understand (and accept) that **anyone can make a difference** in their workplace, *regardless of their position.*

   *Implication:* Start somewhere, with someone.

## Practical Action Steps

2. Focus on what you <u>can</u> do, not on all the things over which you have no control.

   *Don't engage in the negative. Focus on the positive.*

## Practical Action Steps

3. Identify the obstacles you encounter in trying to make your workplace more positive.

   *Learn about the underlying issues and take the practical steps given to overcome the obstacle.*

## Practical Action Steps: Summary

*Start somewhere, with someone.

*Don't engage in the negative. Focus on the positive.

*Learn about the underlying issues and take the practical steps provided to overcome the obstacle.

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## Conclusion

A Vibrant
Workplace
is possible:

Go for it!!

www.thevibrantworkplace.com

## QUESTIONS

PRESENTERS

**Mike Byam**
Terryberry
@TerryberryCo

**Dr. Paul White**
Appreciation at Work ™
@drpaulwhite

THIS PRESENTATION QUALIFIES FOR ONE HRCI, ONE
WORLDATWORK AND ONE SHRM

HRCI ORG-PROGRAM:
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