MANAGEMENT SKILLS' SYNDICATE PRESENTATION

PRESENTED BY : **GROUP – 7**

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SHOULD ALEX USE HUMILIATION AND CRITICISM WITH SOME SUBORDINATES OR IN SOME SITUATIONS AS A MOTIVATION STRATEGY?

- Alex has shown on multiple instants that humiliating and criticising people for their shortfalls :

- Eg 1 – Alex scolded and insulted Betsy Garrison (marketing department's senior sales analyst), a 20 year old veteran of the company (Landon Care Products). He scolds her for her lower output than expected from her.

- Eg-2 - When one of the German team members raised the issue of other commitments, Sander reiterated the aggressive timeline for the project. "Everyone needs to pull their weight," said Sander. "I have a longer list of action items than anyone, and I will finish mine early. I challenge you to do the same."

ALEX'S NOTION OF HUMILIATION OF SUB-ORDINATES

- **He thinks it's OK to humiliate employees for making mistakes** (Person A - Reacts too quickly. Must learn to treat other people with more respect)

- **He perceives that humiliation can sometimes produce positive results** (Person B - Alex's heroic measures create results, but I fear other employees are getting burnt out.)

- **He undermines the subordinates without involving them into teamwork** (Person A - Can breed hostility)

IS HUMILIATION OK? IMPACTS OF HUMILIATION

- Humiliation is linked to high turnover and poor employee health

- Humiliation causes shame, which is an emotion that most people desperately want to avoid

- This means they will either overcome their issues, or collapse under the pressure

- The positive results caused by humiliation are usually temporary

- You may even be training a person to be more successful for somebody else

- **To build a high-performing workforce that is stable and successful, treat employees with respect**

WAY FORWARD – CRITICISE BUT DO IT CONSTRUCTIVELY

Anyone can give constructive criticism, but in order to do so, it's important to approach the feedback session in the right way. There are some Dos and Don'ts to keep feedback helpful, constructive, and friendly

Dos	Don'ts
Use "I" statements	Publicly share your feedback
Provide actionable feedback	Force positivity
Include positive comments where appropriate	Attempt to "surprise" with feedback
Make it a conversation with a friendly tone and body language	Give feedback without thinking it over
Give feedback in a timely manner	

HOW CAN ALEX MOTIVATE HIS SUBORDINATES IN POSITIVE WAYS? (MOTIVATION)

Category	Type	Theorist	Summary of theory	Implications
Reinforcement	The motivation process	Hull (1951)	People perceive that certain actions help to achieve goals while others are unsuccessful.	Provides feedback which positively reinforces effective behaviour
Needs (content) theory	Hierarchy of needs	Maslow (1954)	Needs at a higher level only emerge when a lower need is satisfied	Focuses on the various needs that motivate people and the notion that a satisfied need is no longer a motivator.
Process/ cognitive theory	Equity theory	Adams (1965)	People are better motivated if treated equitably	Need to have equitable reward and employment practices.
Two-factor model	Related to needs theory	Herzberg (1957)	Two groups of factors affect job satisfaction: (1) intrinsic to the work itself; (2) extrinsic to the job	Underpins the proposition that reward systems should provide for both financial and non-financial rewards
Theory X and theory Y	General approaches to motivation	McGregor (1960)	People must be coerced into performing vs people will exercise selfdirection to achieve objectives to which they are committed	Emphasizes the importance of commitment, rewards and integrating individual and organizational needs

MONETARY AND NON-MONETARY MOTIVATION

Monetary Factors – Monetary factors are extrinsic to work, such as following:

- Salary or wages
- Financial incentives
- Promotion
- Profit sharing
- Stock option

MONETARY AND NON-MONETARY MOTIVATION

 Non-monetary Factors- Non-monetary factors are rewards intrinsic to work, such as the following :

- Status: Person D (Narcissism)

- Appreciation and recognition: Person G (Does not praise others often)

- Work-life balance: Person E (No work/life balance)

- Delegation : Person G (Controls every minute detail, belittling others)

- Working conditions: Person I (Stresses the system)

- Job enrichment: Person J (Needs work on leading virtual teams - Alex does not see the value in diversity of approaches and attitudes)

- Job security: Person E (No comment)

HOW ALEX CAN MOTIVATE?

- RECOGNITION AND APPRECIATION FOR HIS TEAM MEMBERS
- CELEBRATE MILESTONES AND WINS FOR HIS TEAM
- CREATE STRETCH GOALS FOR HIS TEAM
- FOCUS ON THE **WHY**
- GIVE AUTONOMY TO HIS TEAM
- FIGURE OUT WHAT MAKES HIS EMPLOYEES TICK
- ENCOURAGE BONDING OUTSIDE WORK
- BEING A LEADER, NOT A MANAGER

THANK YOU