The Messenger

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A Letter from Keith

In our last *Messenger*, we looked at how organizational behavior influences every aspect of every organization. We discussed seven levels of values an organization has and how vital a role communication plays. This month we will explore the impact motivation, goals, and decision making have in organizational behavior.

Motivation is the ability to stimulate worker behavior and/or performance in a direction that will increase productivity, profit, and ROI. Motivation comes in many forms and is different for everyone. What may work for one employee will not work for another. Let's look at a few of the most common types of motivators.

What Makes Your Organization Tick? Part 2

Monetary Motivation

Money is an excellent motivator for just about everyone. Most people respond well to getting extra cash for a job well done. There are a few things to remember when using money as motivation. First, pay should be connected to performance benchmarks. Have definite objectives that must be met to receive the bonus. Next, pay rewards must be large enough to drive the work with self-motivation. The employee must feel that it is worth his or her time to put forth the extra effort. Finally, bonuses can be effective to increase performance short-term, but it does not work for the long run. Not only will employees want more money each time, but it will become very expensive. This form of motivation, though highly effective, should only be used occasionally.

Rewards

There are countless rewards besides money that can be used as valuable motivators: vacation time, advancement within the organization, prizes, parties, recognition. The list is endless. In order for a given reward to be effective, you must know what drives your employees. Behavior or performance that is rewarded will be repeated. Rewards focus workers in a positive direction. Rewards must be timed as close to the behavior as possible to gain maximum impact. Most importantly, the reward must be communicated to the employees.

What Makes Your Organization Tick? Part 2

Negative Motivation

One final form of motivation comes through negative reinforcement. Knowing the consequences of poor performance or unmet demands will keep employees moving forward. Since no one likes bad things to happen to them, most people will work hard to make sure they avoid any negative outcome.

Setting goals is important for every organization. However, goals can be a scary concept for some. Many excuses are given for not setting goals, such as:

- Goal setting is hard for our people.
- Goal setting is not realistic for our jobs.
- Goal setting encourages workers to lie and create easy goals.
- Goal setting causes people to sabotage and wrongfully compete.

Organizational success depends on the creation and meeting of goals. No matter what excuse people give, do not let them hinder your organization by lagging behind.

Another daunting task that employees face is making decisions. Again, this is an area where you will hear many excuses. Employees often balk at the prospect of having to make a difficult decision. Listed are some questions to help aide the decision making process:

- Am I willing to take responsibility for solving this problem?
- Have I gathered all the facts possible about this problem?
- What is the root problem?
- Have I surfaced all the possible solutions and conducted an analysis of each?
- What is the best possible solution?
- How well is this solution working long term?

Answering these questions will take off some of the pressure associated with making the decision. Through questions, the employee will know that he or she has covered all the bases and has made the decision based on facts with supporting evidence.

In the next Messenger, we will look at how conflict can be a positive thing in your organization and types of learning.

2023 Boot Camp Dates

April 3-6	Live, Virtual PMP®
June 5-8	Live, Virtual PMP®
Aug 7-10	Live, Virtual PMP®
October 10-13	Live, Virtual PMP®
December 4-7	Live, Virtual PMP®

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PMP® Exam Prep Classes

You pass or we pay for the 2nd and 3rd test

Truth

In all toil there is profit, but mere talk tends only to poverty. - Proverbs 14:23

Never quit. It is the easiest cop-out in the world. Set a goal and don't quit until you attain it. When you do attain it, set another goal, and don't quit until you reach it. Never quit. - Bear Bryant

Think of your life as a canoe and your decisions and actions as your paddle. You'll get where you're going one stroke at a time with the decisions and actions you make. - D.J. "Eagle Bear" Vanas

Student Spotlight

Congratulations, Jessica Davis!

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food?
Pasta

What is your favorite movie?
Forest Gump

What are your favorite hobbies?
Being outdoors

Please write a recommendation about our class.
This was a great eye opener! I've been a PM for 3 years with little to no formal training. I've learned more than I have in the 4 day boot camp than I ever had in the last 3 years.

What was the most challenging thing about the Boot Camp?
The tests.

How do you think the PMP® Certification will help your career?
It gave me a better understanding of my job and enhanced my ability to perform better.

What was the best thing about the PMP® Exam Prep Boot Camp?
It highlighted the exact things I needed to know. The interactive portion of the class was very helpful.

Fun - March Madness Trivia

We're in the middle of March Madness, and how's your bracket? Is it busted? Even if your team is out of the big dance, see how well you know your March Madness history.

1. Which team has won the most National Titles in the history of the NCAA Tournament?
UCLA

2. Which are the only two teams to play in the Final four in their hometown?
Butler & UCLA

3. Which team has made the most official Final Four appearances, with 21?
North Carolina

4. What is the lowest seed to ever make the Final Four?
#11

5. What is the only year in which all four number 1 seeds made the Final Four?
2008

6. What team won the first NCAA basketball national championship tournament?
Oregon

7. What sportscaster first called the NCAA tournament "March Madness"?
Brent Musberger

8. What are the odds of filling out a perfect March Madness bracket?
1 in 9.2 quintillion

9. Who is the only player to win the Final Four MVP despite not winning the National Title?
Hakeem Olajuwon

10. Which coach holds the record for the most victories during March Madness?
Mike Krzyzewski

Free Virtual PMP® Mastermind Group: The Road to PMP® Preparation

May 1-5
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The Project Management Professional (PMP®) certification is the most sought-after credential in project management, and individuals attempt daily to pass the exam without success. This PMP® Exam Prep Mastermind Group attempts to help those desiring a PMP® gain a better understanding of the process.

This course is not a boot camp to prepare for the exam but is a means to guide those in the early stages of seeking the PMP® certification. We will help individuals focus on pre-learning content, select proper documentation, complete as much of the application as possible, and select an Authorized Training Partner from Project Management Institute (PMI®).

This Mastermind Group goes through the PMP® exam content objectives and allows participants to take mockup PMP® exam questions, vocabulary tests, and receive an Exam Memory Chart to assist them in passing the new 2021 test.

This five-day course requires a commitment of one hour each day from participants. Each participant receives coaching, counseling, and guidance that helps make better decisions when preparing for the PMP® test. All discussions and suggestions will align with the current test and objectives.

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