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# MONTHS OF REINFORCEMENT

## CREATE A POSITIVELY REINFORCING ENVIRONMENT ALL YEAR LONG WITH THESE TWELVE TIPS:

### JANUARY

#### CELEBRATE THROUGHOUT THE YEAR.

The holidays may be over but it's important to reinforce behavior and celebrate results all year long.

### FEBRUARY

#### YOUR PEERS AND MANAGERS ENJOY REINFORCEMENT TOO.

Giving peers a smile and a thank you can also make your day brighter. Don't forget to reinforce "up." Managers are people too!

### MARCH

#### TAKING ACTION IS A BEHAVIOR.

Don't assume employees know that their efforts are appreciated. Take the time to ask them how they are doing and actively listen to their answers.

### APRIL

#### LET PEOPLE KNOW THAT THE GIFTS THEY GIVE ARE IMPORTANT.

Remind someone of how he or she makes the team and the company successful.

### MAY

#### PRACTICE THE BASICS OF POSITIVE REINFORCEMENT.

Make it sincere, specific, immediate, and positive. Doing so establishes you as a positive reinforcer.

### JUNE

#### JUST SAY HELLO!

Interacting with those you work with, for no other reason than to just say a friendly "hello," will go a long way to building a positive relationship.

### JULY

#### CUSTOMERS ARE PEOPLE TOO!

If customers greet you with complaints, practice active listening and respond with statements such as, "Let me see what I can do for you."

### AUGUST

#### GIVE THE GIFT OF TIME.

If you want to acknowledge an employee's discretionary effort, consider giving a prolonged lunch hour, a shortened work day, or even an extra day off.

### SEPTEMBER

#### KEEP UP THE SPIRITS.

Share good news about the company. It can come in the form of a new or prospective client, improved performance, and/or improved results.

### OCTOBER

#### DON'T BE SPOOKED BY WHAT HAPPENS.

When people make honest mistakes, they (and the company) suffer the consequences. Be quick to learn from them, forgive, and move on.

### NOVEMBER

#### HAVE FUN!

Do something to make work more fun every day. Laugh with others. Create challenging, short, work-related goals or accomplishments that inspire teamwork.

### DECEMBER

#### MAKE SMALL TANGIBLE GIFTS MEANINGFUL.

Include a sincere note along with a bonus. Not able to provide a monetary bonus? Recipients still appreciate knowing their value.