

BMTFedNewsletter



Create a Feedback-Rich Environment

by John Austin

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

—Maya Angelou

I work with great people. I'm not bragging about it or trying to make you feel bad (I am aware of the fact that most of the world doesn't feel this way!). I'm just stating a fact. One of the reasons I can confidently say this is because every day the people I work with make me feel great about what I am doing and what I have done. They support me when I need help, but more importantly, they correct me when I'm headed off the rails and reinforce my behavior when I'm headed in the right direction.

Here's one example. At our recent BMT conferences in Kalamazoo and Chicago, immediately after my presentation, several of my colleagues gave me what I would call "high-impact", insightful, and highly useful feedback about what I had just done. I'm not saying it's all rosy; there are always things I am working on improving. No, what I mean is that instead of the typical mainstream response (perhaps we could call it a little lazy?) of "great job", or even saying nothing (we've all heard the adage, "if you don't have something good to say..."), or saying something laced with underlying and unstated aggression (passive aggressive feedback and 'jabs' implying, "I actually wish you hadn't done as well as you did"), my colleagues gave me lists of bullet-pointed behaviors that they observed during my presentation. Others told me a series of insightful things verbally.

What if you don't currently have a feedback-rich environment? I suggest that you work to create one by giving others your insightful feedback and start to take responsibility for removing lazy feedback.

Creating an environment where we get useful and insightful feedback from our peers is how we improve, yes. But even more importantly, it's how we thrive. It is reinforcing, yes, but reinforcement is so much more than changing behavior. When done right, it allows us to relive accomplishments, share successes, and well...feel great about it.

Behavioural Management Techniques (BMT) is a science-based approach focused on using behaviour analysis for the improvement of business and safety performance.

You Get What You Reinforce

by Allison Reynolds

Research on expertise demonstrates that top performers learn no faster than those who reach lower levels of attainment - hour after hour, they improve at almost identical rates, the difference is simply that high achievers practise more.

So how do you get your child to want to practise more? If you find yourself praising achievement over effort, "You're so smart," "You must be the cleverest kid in your class," "You didn't even have to try," then you could be inadvertently teaching your child to be a quitter.

An article recently featured on the BBC website is a timely reminder of work carried by Carol Dweck on motivation. Students were given a simple puzzle to complete. Afterwards half were praised for intelligence: "Wow, you must be really smart!" The other half were praised for effort: "Wow, you must be hard working!".

After the first test, the students were given a choice of whether to take a hard or an easy test. 67% of the students praised for intelligence chose the easy task whereas 90% of the effort-praised group chose the tough test. Then, when the students were given the chance to take a test of equal difficulty to the first test the group praised for intelligence showed a 20% decline in performance, whilst the effort-praised group increased their score by 30%. "These were some of the clearest findings I've seen," Dweck said. "Praising children's intelligence harms motivation and it harms performance."

To read the full article go to:

<http://www.bbc.co.uk/news/magazine-13128701>

It's what you do and say, every day, that makes you...

*Trustworthy, untrustworthy.
Reliable, unreliable.
Popular, unpopular.
Approachable, unapproachable.
Hard working, lazy.
An adhocrat, a bureaucrat.*

*It's what you do and say, every day,
that makes you who you are.*

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BMT Workshops and Conferences 2011 - *after the event*

UK Conference and Workshops

This year's conference was arguably the best yet. We received very good service and facilities from the staff of the Park Royal Hotel, Stretton. The keynote speaker this year was Alasdair Cathcart, and his presentation was very well received, many people scribbling notes. Most people were impressed by his concept of 'if you are going to fail then do it fast, stop and move on' – Fail fast. Dr. Denis O'Hora provided a number of very interesting cameos with good humour. The concept of the karaoke manager being the funniest – the manager who sees another leader do something great and assumes he can replicate it as convincingly.

Dr. Nicole Gravina charmed the audience with well-explained and crafted behavioural principles. Allison Reynolds's delivery of her 'motivational traps' presentation was sublime. Rachel Edwards delivered a great rendition of her 'know/do gap' - she very deliberately delivers her points with care and respect for the audience, perhaps that's why she has so many fans.

Bob Cummins is a new member of the group. His relaxed, confident delivery of the behavioural safety angle was made with aplomb. Bruce Faulkner 'drained the swamp' and took everyone on a rollercoaster of all the blindingly obvious mistakes companies make time and time again when they push process as the priority over behaviour. Howard Lees tied the whole thing up with little bits of different coloured string. Joanne and Jean Lees masterfully arranged the whole thing, many thanks to you all.

US Conferences

by Krystyna Riley

The Kalamazoo, MI and Chicago, IL BMT conferences were incredibly well attended and received. Dr. John Austin wowed the audience with his captivating presenting and story-telling skills, all while providing simple and relevant tips on how to become a better leader and person.



Howard Lees was as informative and entertaining as always, explaining ways people can do things differently to avoid "moments of wimpdom".

One of the most compelling and relatable concepts from the conferences was Dr. Nicole Gravina's idea of the three types of managers (the Lion, the Witch, and the Leader) and the types of feedback that they deliver. In her first ever public speaking engagements, Joanne Lees was a natural, and left the audience with many tips on how to best use behavioral principles in the work place (and even starting out in the less-threatening [sometimes] home environment), and how to "reinforce the buzz".

Dr. Denis O'Hora did a fantastic job explaining difficult subject matter in a way that was easily understandable and eye opening, and effectively warned us all about being caught in a negative reinforcement trap. Rachel Edwards has a wonderfully pleasant presentation style, and engaged the audience with her tips and breakout activities. Dr. Ryan Olson brought out exciting and new concepts all based on research in a wide variety of industries, and had the audience thinking about how they could overcome the short-term gain vs. long-term benefits phenomenon.

The invited speakers, Don Kernan from SUPERVALU and David Priemer from Rypple were fantastic additions. Don showed how successful a company can become at BBS if they make safety a value and not just a priority. David was a dynamic speaker who reinforced the notion of how important feedback and open communication is within an organization. The cameos delivered by Gary Spies, Richard Kazbour, DJ Moran, and Charee Klimek were stimulating and refreshing, each giving real-life applications that the audience could relate to. Overall, the conferences were exceptional, and filled with countless takeaways...I left wanting to learn and hear more!

If you want to hear more, audio versions of the conference are available on request.