

KOLISO

THE PSYCHOLOGY OF BUSINESS

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Genevieve Farrar, Managing Partner

www.koliso.com

Minnesota State Supervisor Session

Embrace Your Role

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I am a psychologist who became an international executive and led organization effectiveness programs for the world's largest private company.

I am a culture expert who has worked with many Fortune 500 company executives making significant business transitions.



Many business issues are people issues.

We help solve tricky people issues.

We show people how the science of psychology drives better business...

...so they improve what matters most in their organizations: employee engagement, customer satisfaction, productivity and profitability.



1. GAMES

2. The engaged and the disengaged: what you can do

3. A supervisor's simple coaching and support model

OUR AGENDA

WHY THIS IS...



...IMPORTANT

WHAT WOULD MAKE YOUR ROLE

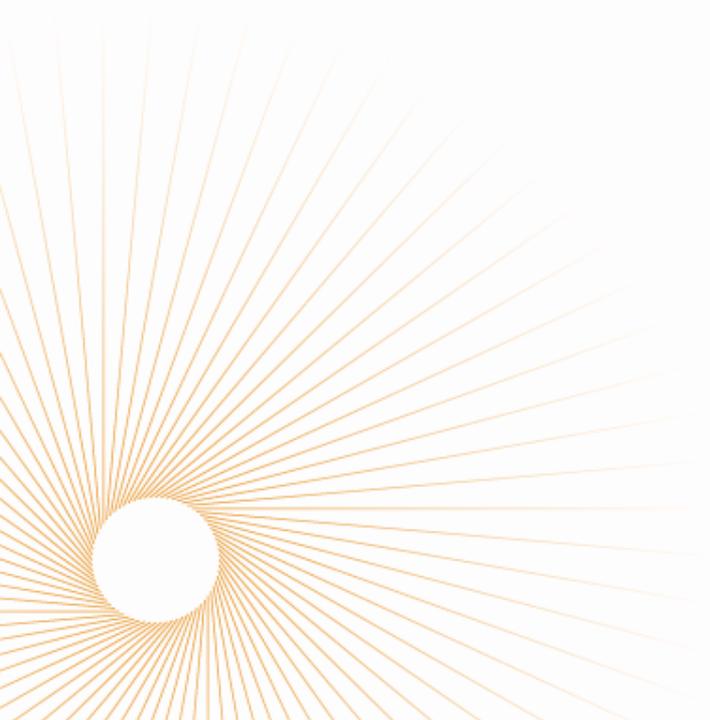


EASIER



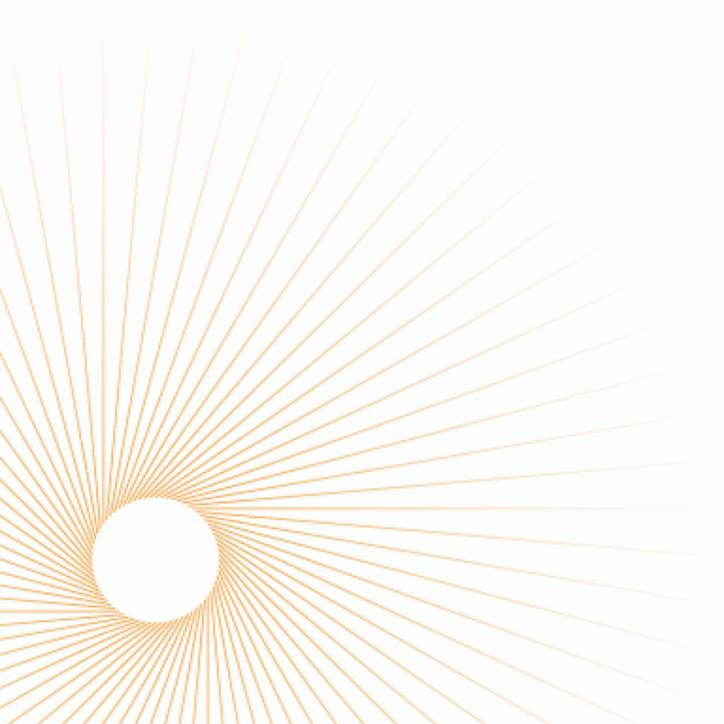
Three Absolute Truths

- People will support what they helped to create
- The behavior you get is the behavior getting rewarded
- Praise is the breakfast of champions

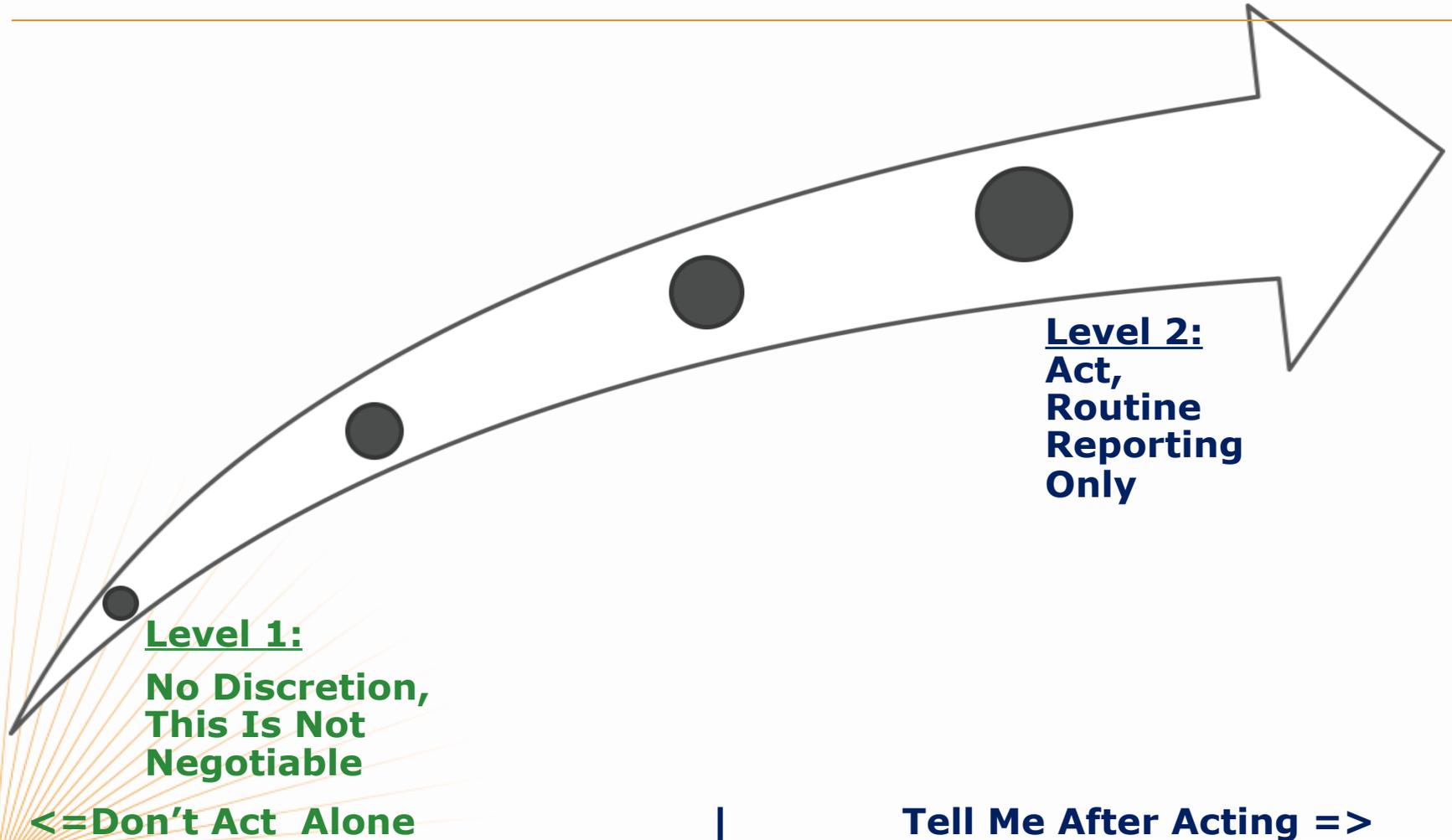


Therefore Two Simple Techniques

- Delegate work as engaging as possible
- Follow up and coach in a positive way people look forward to

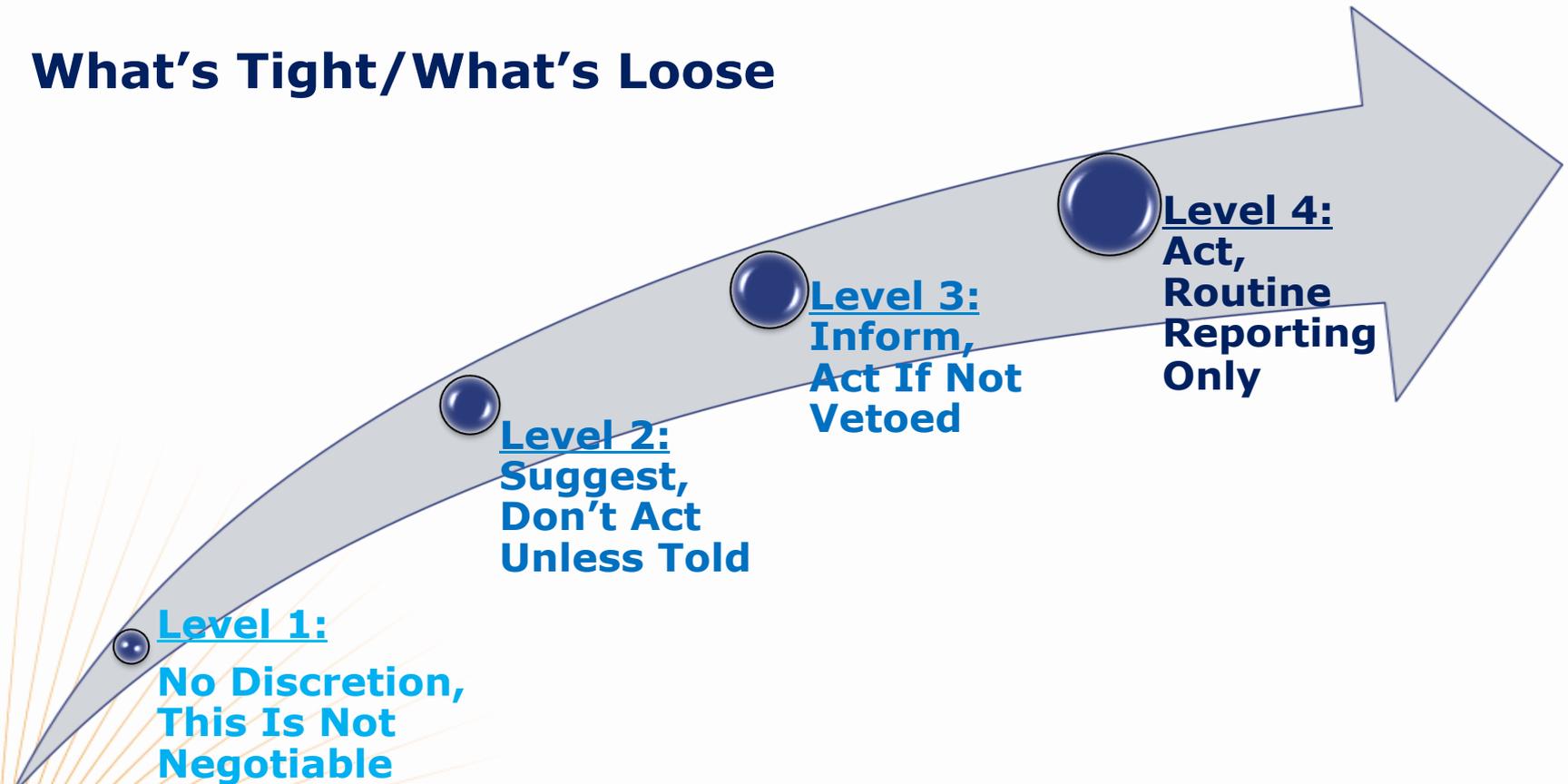


What's Tight / What's Loose



Develop A Freedom Scale

What's Tight/What's Loose



<=Don't Act Alone | Tell Me Before Acting | Tell Me After Acting =>

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Self-Motivating Activities

Psychological studies show there are three kinds of motivators that drive behavior.

- 1. Base motivators** such as hunger, thirst and safety where the activity is the thing that directly satisfies the base need
- 2. Extrinsic motivators** such as rewards and punishments where the activity is relevant only because you use it to ration the rewards and punishments
- 3. Intrinsic motivators** where people “self-motivate” because the activity is intrinsically motivating.

Intrinsic motivation taps into higher order motivations such as **freedom, creativity, challenge, mastery and altruism**. Many leaders are familiar with Maslow’s Hierarchy that predicts that people will first satisfy lower order needs before higher order needs.

Delegate tasks according to the 4T’s and the Loose/Tight principle to maximize involvement, ownership and performance.

Tight/Loose and the 4Ts

ACTIVITY	Time	Task	Technique	Team
Tight				
Loose				

Time: Milestones, deadlines, and the amount of time and effort to be used

Task: Individual steps and processes along the way

Technique: How the tasks are to be completed

Team: The people you work with and for

For each of the above delegate or establish only a few things that you hold tight, and allow as many things as practical to be loose.

The World's Worst Coaching Model



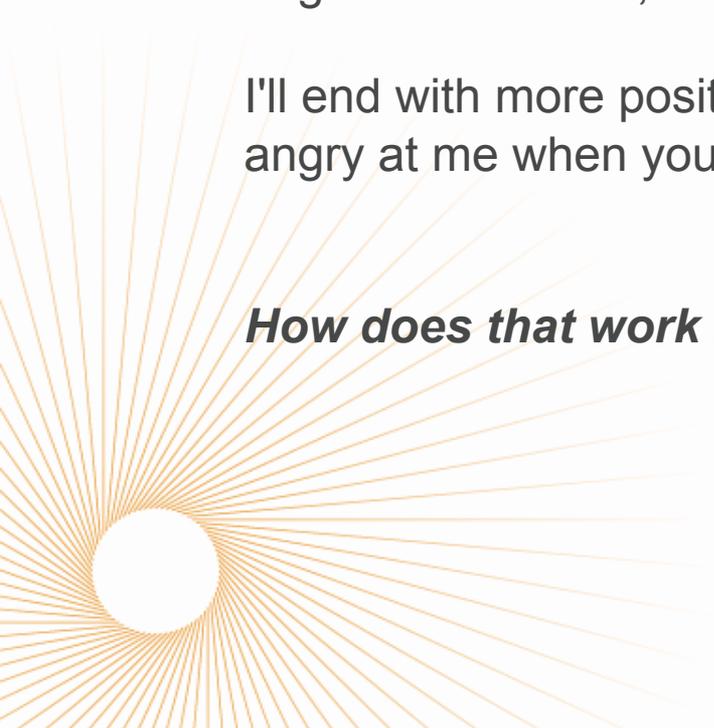
How does this work for you?

"Alex and Stacey, I have some negative feedback to give you.

I'll start with some positive feedback to relax you, and then give you the negative feedback, which is the real purpose of our meeting.

I'll end with more positive feedback so you won't be so disappointed or angry at me when you leave my office.

How does that work for you?"



The SEC Coaching Model: Three Questions

Pre-Coaching

- *Ask for permission*
- *Find teachable moments*
- *Share your vision*



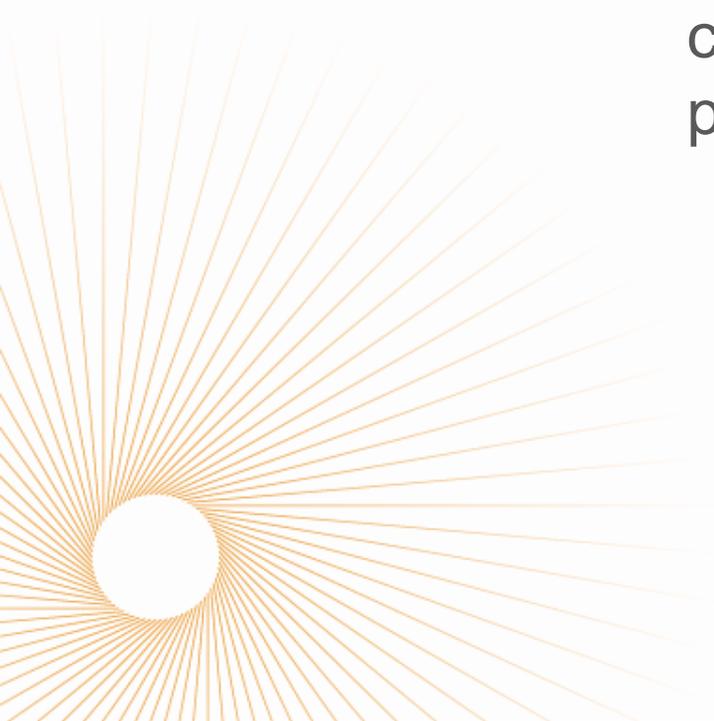
Coach's Credibility: Competence, Composure, Courage, Caring, Character

Performer's Permission: Awareness, Confidence, Desire

Coaching Exercise...

It's about
who I am
back at
work

1. Form into pairs with someone from your group.
2. One of you is the coach. Have a coaching discussion about coaching performers with your partner.



IN SUMMARY

A photograph of a cluttered desk. In the center is a computer monitor displaying a game menu with options like 'New Game', 'Load Game', and 'Quit'. The monitor is flanked by two grey speakers. In front of the monitor is a black keyboard and a mouse. The desk is covered with various items including a purple sticky note, a pink water bottle, a white paper, and several cables. The background shows a whiteboard with some faint writing.

HERE IS WHAT WE COVERED



ONE CONCRETE OUTCOME

FROM TODAY

THANK YOU



Let's Talk

Questions

Comments

Applications

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