

Acknowledgement Systems at Work



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Cooperation Systems outperform competitive systems when installed into any size business platform. Teaching corporate communities the "secrets" of how to reform their reward mechanisms into a cooperation vs. a competitive model is not easy, even when higher performance is the long-lasting outcome. There is always internal resistance to culture reform in the workplace. One might inquire, "why would any management team resist a better way of doing things? Or one might ask, "Why would any leading CEO resist a set of systems that would outperform any other set of systems?"

The answer exists inside status quo culture communities. We all share a natural resistance to change even when the change improves results. Any human culture seeks to perpetuate itself. A foundation axiom for growth in any systemic undertaking: all living things die hard; and beliefs fight just as hard for their life, for their continuity over death as, say, a petunia or a marlin. Business cultures resist change as a natural state of things, the "old normal." Our IBI trainers suggest to CEOs tackling corporate culture reform that they begin to switch the word *change* for the word *improve* where systems are being retooled from competitive models into cooperative methods of corporate organization. Cultures are more ready to embrace improvement and are more resistant to the idea of change. The mind is more open to improve than to change.

One quality of a more cooperative organization is that diversity in any form say, education, race, culture, style, dress, language, skill, and other aspects of individuals is more highly celebrated. The more competitive a system the more diversity is more institutionally punished. It is possible to measure the degree of an organization's cooperation vs. competition by comparing problem-solving within the enterprise by measuring the celebration vs. punishment system applications. It is now possible to quantify an organization's cooperation threshold. As a system becomes aware of punishing aspects compared to its culture of celebrating such diversity, in that culture, one begins to define where systems require adjustment along the cooperation vs. competitive scale of performance measurement. This area is rapidly becoming one of the hottest areas of performance management reform in 2005.

A superglue that works to bind a cooperation culture reform within antique competition cultures is the installation of company-wide recognition and acknowledgement systems. Employees from management to mail room require a corporate renewable energy source known as acknowledgement and recognition systems. Cooperation enterprise infuses acknowledgement into the operating manual all employees adopt. Through repetition and practice, cultures within the company renew. Revitalization breeds higher performance. Those you pay to represent brands, products and services are continually inspired by acknowledgement systems. Exit polls reflect that all levels of the work force can't wait to "get back to work" in work environments where acknowledgement systems have become the rule.

Reward and acknowledgement outperform audit and punishment by a factor of three to one in motivation to improve performance behavior. If the performance you most desire seems elusive, you may wish to review your culture against a cooperation vs. competition system reform model in the future. Reforming very large cultures can take place faster than in prior years due to digital training tools unavailable in past decades. Where culture revolutionaries are informed that recognition and reward systems will replace audit and punishment, the most stressed newly downsized organization achieves substantial regeneration.

CEOs inspire the process the instant they make the decision to improve performance on a systemwide basis. This decision may be in the present world a core decision for leading managers in any size venture. Everyone is lifted by positive decisions designed to sustain higher performance in the work culture. As new vision reaches the entire system, employees execute reformation through processes of "sign on" and "buy in."

Managers who attain the highest form of employee agreement to reform culture reach the key position of worker covenant. Covenant leads to commitment. These elements of performance are renewable resources within the venture and require constant vigilance to assure quality is operating at desired levels. The quality of your organizational cooperation dictates the terms of your future performance. 