

Let's Answer

A. Give reasons..

1. People are hesitant to admire and appreciate a good deed.

Ans:- Because they feel that it may be too trivial to appreciate and admire.

2. The initial training at Sea World did not have the desired results.

Ans:- They were not given any reward for their failure.

3. Akio Morita was able to reverse the drop in sales.

Ans:- It is because he employed a very simple approach- a method of appreciation.

4. The employees valued the pennies they received from the manager.

Ans:- It is because they had taken the coins as the symbol of their work being recognised.

5. Recognition should always be public.

Ans:- It is because it makes the appreciation more meaningful.

B. Answer the following questions.

1. How was the revised training different from the initial one at Sea World?

Ans:- In the initial training if they failed they were not given any reward but in the revised training they did not give any negative feed back only positive, encouraging messages were given.

2. How does a positive vibe forge a better relationship?

Ans:- If we appreciate a person's work we are encouraging him to perform even better in the next time. If we appreciate a friend for help that he has done to us, that friend would be ever ready to help us the next time. Then a better relationship will be there . That is the power of positive relationship.

3. Why do people strive so hard to receive a trophy which in itself does not amount to much value?

Ans:- People spend years to train for an event where they hope to win a medal. When they got it they feel that their effort was worth it, though the actual value of the medal may not amount to much. But they feel that the highest honour they got only when they are appreciated with a reward.

4. Why should we reward and appreciate publicly?

Ans:- If it is done publicly it makes the appreciation more meaningful. If it is done so, all members of the society as well as the family in which he/she live come to know that the work has been recognised by the government.

5. What is the difference between reward and recognition?

Ans :- Rewards are generally more materialistic, while recognition is the words of appreciation for a good deed. The effect of reward may be short lived but recognition adds to the self-esteem and it has far more impact in the long run. But sometime both can be combined.

