

THE DIFFERENCE BETWEEN ENCOURAGEMENT AND DISCOURAGEMENT

by Cameron W. Meredith

Encouragement

Hopeful view of nature of people

Purposeful behavior with individual essentially in charge

Satisfaction comes from work, and learning and belonging (intrinsic motivation)

Influence without strings

Equality as human beings

Chatting - talking "with"

Effective listening

Recognition, acceptance, and appreciation

Being ourselves, fine as we are

Challenge, stimulation

Invite, offer choices

Participating as equal beings

Cooperative atmosphere - helping and being useful

Value and use emotions

Uniqueness and creativity

Recognizes effort and improvement

Courage to be imperfect

Freedom with order

Moving toward and with others

Discouragement

Rather hopeless view of nature of people

Behavior is caused with people as victims of outside forces and the past

Satisfaction comes from rewards acquisition (extrinsic motivation)

Control, force, and fear

Superior-inferior relationships

Advising - telling "to"

Ineffective listening

Moralistic praise and approval - bribing

Pleasing and proving

Pressure, threat, coercion

Command, boss

Sitting in judgment

Competitive atmosphere - winning or losing; success or failure

Fear and control emotions

Obedying and conforming

Recognizes only well-done tasks

Perfection - fear of mistakes

Order without freedom

Moving against or away from others