



turning managers into leaders

Merge's Monthly Mega Minute – June 2004

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Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

What video games can teach you about motivating employees

Long flights are tiresome for most people, but even more so for youngsters. That's why, on a recent flight, I was intrigued to see a young girl, about nine or ten, completely immersed in a hand-held video game for over four hours. I began to consider what could motivate her to stare at a small screen and keep her undivided attention for such a long period of time. It occurred to me that there wasn't much difference between what motivated her in the video game, and what motivates employees in the workplace.

This video game gave this young girl a challenge. It gave her choices. It gave her the ability to take action and immediately see results. It gave her instant corrective and non-judgmental feedback. It gave her the chance to learn from her mistakes. Every single one of these characteristics is also known to be hugely motivating for employees. These are the things that cause employees to go above and beyond the expected, day after day; these are the things that fire up average employees and take them to above-average. Employees are motivated by challenges and choices. They are motivated by the ability to take action and immediately see results. They respond positively to timely corrective and non-judgmental feedback. And they appreciate the opportunity to learn from their mistakes.

Leaders, if you want to create a positive, motivating and rewarding workplace environment for your employees, think like a video game!