STROKES AND STROKING -- GIVING RECOGNITION

STROKE -- "any act implying recognition of another's presence."

TYPES OF STROKES

(1) POSITIVE CONDITIONAL STROKES
"You did a good job" "You are reliable"

(2) NEGATIVE CONDITIONAL STROKES
"You goofed" "Your report is unacceptable"

(3) POSITIVE UNCONDITIONAL STROKES
"You're Neat!" "I like you" "I love you"

(4) NEGATIVE UNCONDITIONAL STROKES
"You're stupid" "I don't like you" "I hate you"

MARSHMALLOWS AND PLASTIC STROKES "Of course I love you, we're married, right?"
MARSHMALLOWS WITH ROCKS IN THEM "Not too bad, for a girl."

DISCOUNT - A non-relevant stimulus or response. The ignoring or devaluing of some aspect of a problem, its importance, a solution, or its solution.

1. Existence Ignore problem, "Huh, what problem"
2. Significance Not important, minimize impact, "No big deal"
3. Changeability Nothing can be done, "Nothing will help or work"
4. Person No personal capacity, "I can't do it", "I don't know."

WAYS OF GIVING STROKES:

Work related:
Fringe Benefits - vacations - hospitalization, etc.
Money - raise, bonus, etc.
Promotions - different job - more responsibilities
Status - title - special benefits
Special Recognition - safety awards - production awards special assignments - etc.

Non-work related:
Friendliness
Personal interest
Intimate relationship
Effective listening
Growth support
OK reinforcement