



# Make work exciting: How to **motivate** a high performing team

# Panelists<sup>✦✦✦</sup>

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Customer and Employee  
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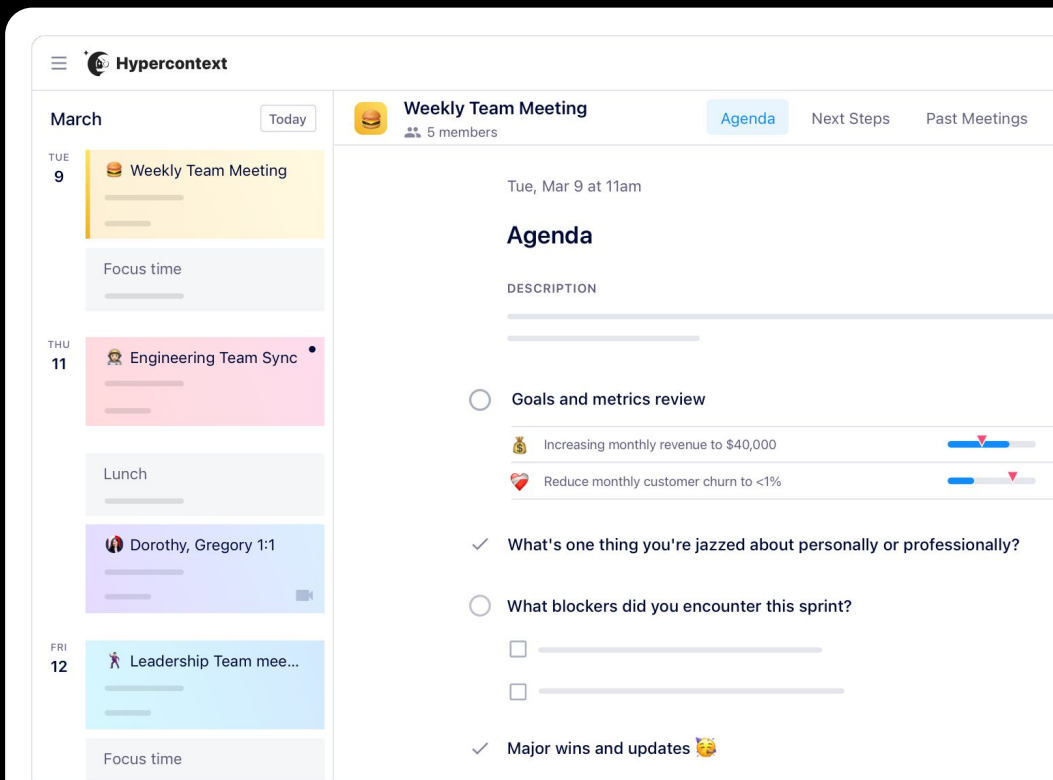
# On the agenda ✨

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1. How to make work interesting
2. How to manufacture spontaneity at work
3. Q&A



Hypercontext helps managers and their teams streamline objectives, meetings, and feedback into one workflow.

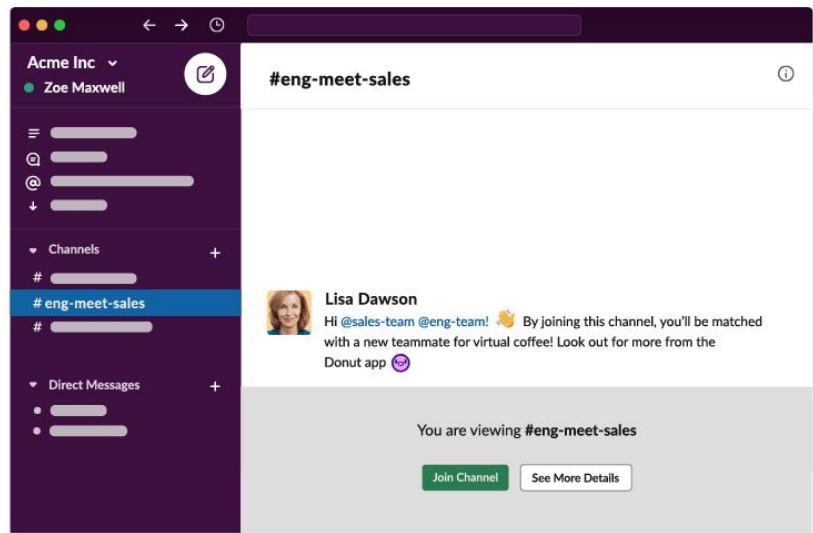


Trusted by leaders and high performing teams at:





Donut connects individuals for  
serendipitous conversations that  
build trust camaraderie,  
collaboration, and community.



We've made over **6M intros** among more than **15,000 teams**, including:



Hypercontext



# How long have you been at your current company?



Less than a year



1-2 Years



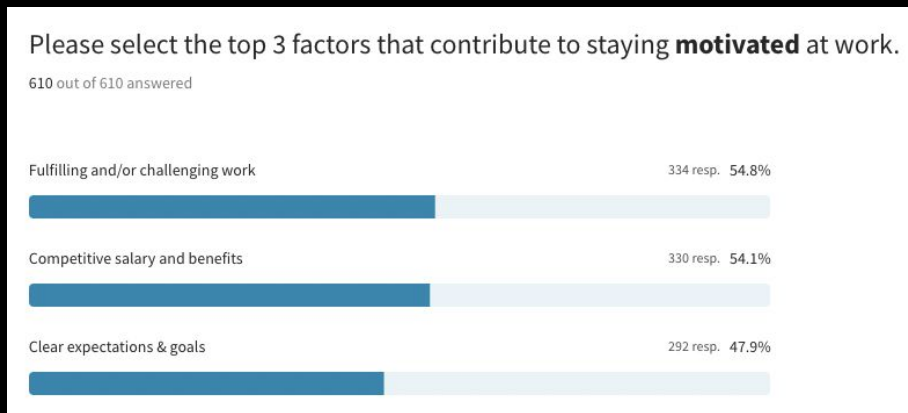
2-3 Years

*Hypercontext's 2022 State of High Performing Teams*

Let's face it...

Bored people quit.

# Make work interesting.





## OFFICE DOGS VS. OFFICE PUPPIES



“Work” is...

## Behaviours

### FOGG'S BEHAVIOUR MODEL

$$\text{BEHAVIOUR } B = \text{MOTIVATION } M \times \text{ABILITY } A \times \text{TRIGGER } T$$



Successful “prompts”

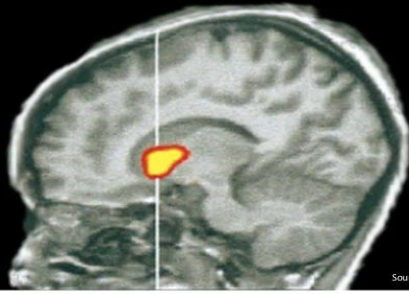
## Habits

### The Hook Model



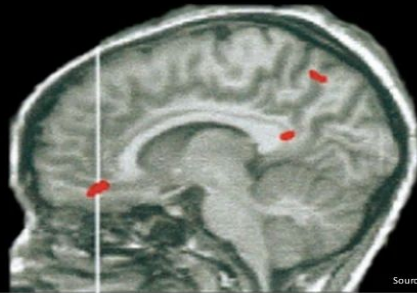
# Rewards!

Our reward system activates  
with anticipation



Source: Knutson et al 2001

... and calms when  
we get what we want.



Source: Knutson et al 2001



## Three Variable Reward Types



# Variable rewards that make work exciting

## Bonuses after quota?

- 5% when you hit X% of goals
- 10% when you hit X%
- 15% when you hit X%

## “Best friends” at work?

- Empathetic Joy
- Companionship
- Competition

## Encouraging Mastery?

- 80% of time on core projects
- 20% on innovation

## The Narwhal Award?

- “Employee of the month” judged by the last award holder
- Variable rules
- Peer recognition

# OFFICE DOGS VS. OFFICE PUPPIES



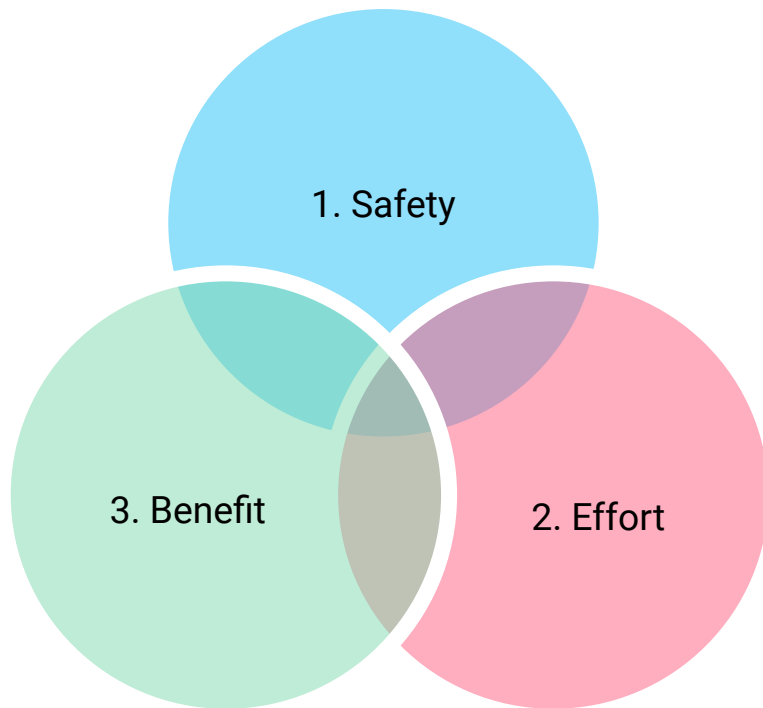
MAKE WORK INTERESTING

1 Thing you can try tomorrow.

Understanding *what* makes work  
interesting *for your team*.



Create a space for these conversations. Aim for these 3 things:



Just ask.  
(and document)

✕

Completed Next Steps

<https://hypercontext.com/pricing>

What are the best channels you've found when it comes to

You were to build out a discussions feature page, what would

Agenda templates

Source 10 agenda templates within CS and sales for 1

Support distribution support

Completed Next Steps

Survey link

Ideas for Q1

going ideas:

- Hit 100 reviews on G2
- Focus on increasing weekly ICP percentage
- Conversion rate -> think about drift?
- Webinar partners: Functional, Project management (

Product Hunt sponsorship - Jan

Add item + Add suggestion + Add section

## Suggested Items

Conversation Starters

Agenda Templates

Favorites

Type: ONE-ON-ONE

Role: MANAGER

Topics: (2)

Filter...

☐ Communication

☒ Growth

☒ Motivation

☐ Work

On a scale of 1-10, how happy are you at work?

What makes you excited and motivated to work?

Is your job what you expected when you accepted it?

What projects would you like to work on or be involved in?

What is your outlook on this week?

What's the biggest blockers affecting you from performing to your fullest potential?

Are you happy in your role? What could make it better for you?

How can we improve the way our team works together?

What can we do to improve our office environment?

Who is doing a great job on the team? What have they done?

How do you feel about the balance between your individual work vs. managing?

As a team, is there anything we should STOP doing?

What are you LEAST clear about - in terms of our strategy and goals?

What's one thing we could change about work for you that would improve your personal life?

Are there any aspects of our culture you wish you could change?

What areas of the company would you like to learn more about?

MAKE WORK INTERESTING FOR EVERY PERSON

1 Thing you can try tomorrow.

What makes spontaneity so exciting?  
(And how can we get it back remotely? )



“Investing in connections among team members both increases productivity and reduces risk.”

– Margaret Heffernan, TED Books

“Good citizenship” behaviors including altruism and courtesy are critical to long-term effectiveness.”

– Google

“Those at work whom we see daily have the potential to increase our happiness as much as earning \$100,000 more per year.”

– Fast Company

Employees who have a best friend at work are 7x more likely to be engaged.

– Gallup



# Creating the right conditions for serendipity



Start with “why,” follow  
with “how”



Be the change



NO forced fun



Amplify advocates



# Taking the reins!







# Spotlight

## Twilio's grassroots connections

🌍 Twilio's **teams around the world** had their own connection rituals, which were able to **spread organically** between team members **across the global organization**.



💰 After an acquisition where language became an obstacle, an **employee resource group (ERG)** created language learning channels for people who wanted **peer learning opportunities**.


 donut


 @trisha , @omar


More options...

Working remotely can make it harder to connect, so I'm here to help facilitate a little human connection by introducing everyone in [#learn-español](#) every week.



Now that you're here, schedule a call via video  or phone , or at least talk about something cool right here in Slack!

 Before you meet, check out [our 5 tips for successful remote Donut meetings](#).

 **Meet with Zoom**

Working remotely? Meet over video with Zoom. 

Start Zoom meeting

 Here are some times you're all free based on your Google calendars. 

Meeting length:

30 min

Monday, June 8th 10:30 AM–11:00 PM

Send calendar invite

Monday, June 8th 12:30 PM–1:00 PM

Send calendar invite

Monday, June 8th 5:00 PM–5:30 PM

Send calendar invite

Show more times



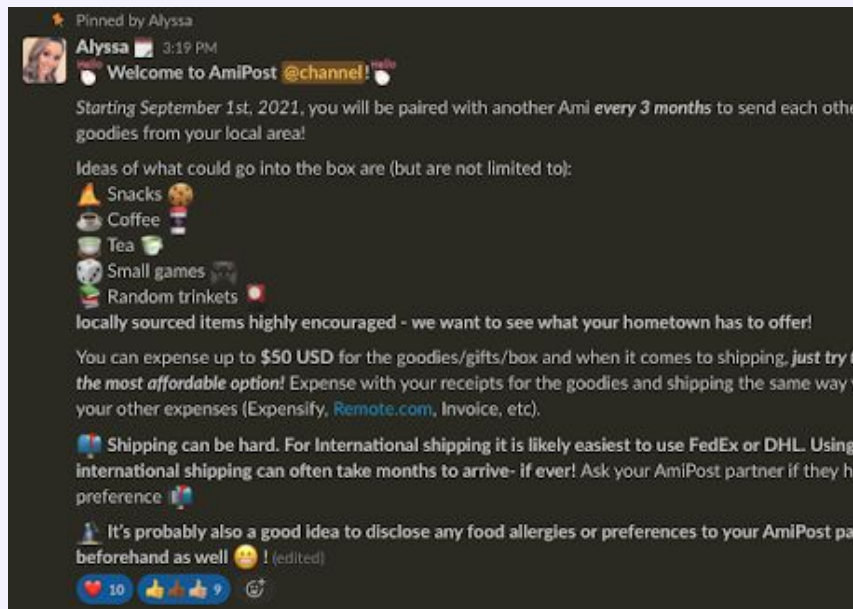


# Spotlight

## Customer.io's Ami Post program

📺 As part of their onboarding, one employee decided to host a **get-to-know-you game**, and sent the winner a **gift box with local goodies**.

✉️ This **employee-led gesture** led to a tradition in the company, and now all Customer.io employees opt in to give (and receive) a “snail mail” **care package with a random buddy** each quarter!





*Questions about functionality, use cases, or how to get started? Reach out to Courtney's team: [support@donut.ai](mailto:support@donut.ai)*

*You can always try Donut free*

### **Additional Resources**

[Channel Templates you can set up in 5 minutes](#)

[How to start a Donut Watercooler channel](#)

[Learn more about Donut's different plans](#)





*Looking to run better meetings and ease your management workload?*

You can always [try Hypercontext for free](#)

**Get your learning on!**

- [100+ Questions for 1:1 meetings](#)
- [How to retain employees through the Great Resignation](#)
- [How to introduce Hypercontext to your team](#)