

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

APRIL 10, 2016
VANCOUVER

PRESENTERS:
HOWARD L. CASTON, PH.D., ABVE/ID, CRC, LPC
Linda A. Stein, MBA, EdM, CRC, CCM
Kathleen Dytrych, MS, CRC, CCM, LCPC, CDMS, CEAS

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

OUTLINE:

HOWARD

- STEREOTYPING
- NEEDS
- ATTITUDE

LINDA:

- INTRINSIC
- EXTRINSIC
- RESEARCH

KATHLEEN:

- MALINGERING
- TESTS
- APPLICATION



VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

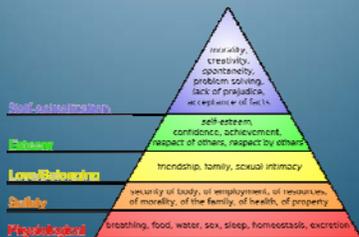


VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

DEMOTIVATION

MASLOW

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA: MASLOW FAMOUS PYRAMID



VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW

SELF-ACTUALIZATION
 SELF-RESPECT, CONFIDENCE, ACHIEVEMENT, RESPECT OF OTHERS, RESPECT BY OTHERS

ESTEEM
 PROMINENCE, PRAISE, STATUS, REPUTATION, SELF-RESPECT

LOVE/BELONGING
 SECURITY OF BODY, OF EMPLOYMENT, OF RESOURCES, OF ABILITY, OF THE FAMILY, OF HEALTH, OF PROPERTY

SAFETY

PHYSIOLOGICAL
 BREATHING, FOOD, WATER, SLEEP, SHELTER, WARMTH, EXERCISE

Abraham Harold Maslow (April 1, 1908 – June 16, 1970) was a psychologist who studied positive human qualities and the levels of emergency periods. In 1954, Maslow created the Hierarchy of Human Needs and represented his theories in his book, *Motivation and Personality*.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

www.maslow.com Copyright © 2013 Dash Performance Press LLC

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

NEED	JOB RELATED FACTORS
SELF ACTUALIZATION	ACHIEVEMENT OF POTENTIAL, CREATIVITY, GROWTH, UPPER MANAGEMENT, LEADERSHIP, STRATEGIC PLANNING
SELF ESTEEM	RECOGNITION BY EMPLOYER AND PEERS, STATUS, RESPONSIBILITIES, HIGHER INCOME
BELONGINGNESS	TEAM MEMBER, CONTRIBUTES TO THE JOB ACTIVITIES
SAFETY	SAFE WORK SITE & JOB DUTIES CONSISTENT WITH REGULATIONS
PHYSIOLOGICAL	ADEQUATE INCOME FOR WORK

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA: THE EFFECTS OF STEREOTYPING

- DISTORTED OPINIONS
- BIAS WILL BE REVEALED
- WEAK ON CROSS EXAMINATION
- HURTS THIS PROFESSION AND ABOVE
- WILL HARM YOUR REPUTATION
- HARMFUL TO CLIENTS/ EVALUEES (ETHICAL ISSUES)

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:



VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

SUMMARY

- DISABILITY AS AN OCCUPATION
- JOB IDENTITY
- VISION
- ACCEPT THE STATUS
- PRESENT ACCURATE DATA

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA:

(SPEAKER TRANSITION)

Motivation in the Forensic Vocational Arena

Linda A. Stein, MBA, Ed.M., CRC, CCM

Inspirational Professionals with Disabilities

- ▀ The story of Carol with quadriplegia
- ▀ The story of Carol with blindness
- ▀ The story of Janet with paraplegia

14

Motivation

- ▀ Defined as something that energizes, directs and sustains behavior
- ▀ **Intrinsic:** internal desires to perform a particular task; and a sense of satisfaction that comes from the interest in and actual performance of the task or job that might develop a skill or appeals to one's ethics as being the right thing to do. Examples include achievement, responsibility and competence.
- ▀ **Extrinsic:** Factors external to the individual and unrelated to the task they are performing. Examples include salary, promotion, feedback, working conditions, paid vacation and time off, health benefits and retirement plans. These factors are controlled by others.
- ▀ According to **Cognitive Evaluation Theory**, one or the other type of motivation may be more powerful for a given individual.

15

Psychology Applied to Modern Life by Weiten and Lloyd

- ▶ "Motivation is triggered when people are interested in the issue, find it personally relevant, and have time and energy to think about it carefully."
- ▶ "Individuals, must be capable of understanding it."

16

Design for Intrinsic Motivation

- ▶ Create an environment that makes people feel good about participating
- ▶ Give users autonomy
- ▶ Keep the system as open as possible
- ▶ Question: How does the built environment of the prospective workplace promote or inhibit autonomy, mastery, and purpose?

17

Traditional Rewards System

- ▶ "If-then" rewards give us less of what we want, they can extinguish intrinsic motivation, diminish performance, crush creativity, and crowd out good behavior.
- ▶ **Important:** For rule-based routine tasks, acknowledge that it can be boring but emphasize the rationale for why the task is necessary and important to the overall operation. Allow for people to control how to complete it, as much as possible, to foster a sense of autonomy. e.g. car assembly

18

Julia Harris Wexler, "Certified Executive Coach"

- "The latest research shows that having an impact at work is the leading factor responsible for employee retention, productivity, revenue generation and leadership potential."
- Workers feel better about working when they feel what they do matters. Doing meaningful work overrides office amenities.

19

The Power of Less by Leo Babauta

"Motivation, in its best form, is a way for you to want to do something."

8 Ways to Motivate from the Beginning:

1. Start small – start with an easy goal e.g. backward chaining
2. One goal and focus on it completely
3. Know the reasons – write them down
4. Really want the goal deeply
5. Commit publicly
6. Get excited about goal by seeing the benefits by visualizing in one's mind
7. Build anticipation which increases focus and energy for the goal e.g. set a date to accomplish
8. Print it out; post it up e.g. one thing at a time

20

Ways to Sustain Motivation

- Slowly increase toward the goal, working up to it
- "Just start" – it is never as hard as one thinks it would be!
- Stay accountable and report it – no one likes to report failure
- Think you can do it, stay positive
- Think about the benefits – what will be gained
- Celebrate milestones in small steps
- Get through the low points as motivation waxes and wanes e.g. support networks
- Chart progress, reward success, overcome urges to quit by having a plan
- Find pleasure in the activity

21

Getting Praised, Raised and Recognized

- "When you have little faith that you can improve your condition, it's a temptation to hide your frustration beneath a crust of indifference. That only pulls you further down. Look around and you'll discover something you can do to alter the flow of events and relieve a stuffy emotional climate. Change your activities and maybe your job itself."
- As a coach, encourage helping each individual feel important
- A sense of belonging will increase pride, morale and the quality of the work e.g. Microsoft and early stock options
- Reinforce how essential the worker is to the total operation, as a sense of belonging fosters feelings of confidence and security, e.g. the importance of customer service at all points of service

22

Getting Back to Work by L.K. Rolie

- "The secret of getting ahead is getting started. The secret of getting started is breaking our complex overwhelming tasks into small tasks and then starting on the first one." (Mark Twain)
- "In order that people may be happy in their work, these three things are needed: They must be fit for it. They must not do too much of it. And they must have a sense of success in it." (John Ruskin)
- "Where your talents and the worlds' needs cross, there lies your vocation." (Aristotle)
- "Do what you can, with what you have, where you are." (Theodore Roosevelt)
- "Treat people as if they were what they ought to be and you help them to become what they are capable of being." (J.W. Goethe) e.g. Helen Keller

23

Heart At Work by J. Canfield and J. Miller

- "The irony of the situation is that what motivates people the most takes so relatively little to do – just a little time and thoughtfulness for starters. In a recent research study of 1500 employees conducted by Dr. Gerald Graham, "Personal congratulations by one's manager for doing a good job was ranked first out of 65 potential work place incentives he evaluated. And 58% of the employees in the study said they seldom if ever received such a thank you from their manager. Second was a personal note for good performance written by one's manager; 76% reported seldom if ever receiving a personal note of thanks from their manager."

24

More from Heart at Work

- ▶ Involve those individuals you are trying to motivate – partner to come up with what would be rewarding e.g. monthly pizza party
- ▶ Ask employees what motivates them?
- ▶ “By helping them to reach their goals, you can unleash an excitement and commitment in them to want to do their absolute best.”
- ▶ In a study by the Families and Work Institute, “open communication” was ranked as the most important reason employees gave for taking their current jobs. Everyone wants to know what’s going on - especially as it affects them – and just giving them this information is motivating.”

25

How to Really Motivate an Employee from Heart at Work based on a study by Glenn Tobe & Associates

<p><u>Employees</u></p> <ul style="list-style-type: none"> ▶ Appreciation ▶ Feeling “in” on things ▶ Understanding Attitude ▶ Job Security ▶ Good Wages ▶ Interesting work ▶ Promotion Opportunity ▶ Loyalty from management ▶ Good working conditions ▶ Tactful discipline 	<p><u>Supervisors</u></p> <ul style="list-style-type: none"> ▶ Good wages ▶ Job security ▶ Promotion opportunity ▶ Good working conditions ▶ Interesting work ▶ Loyalty from management ▶ Tactful discipline ▶ Appreciation ▶ Understanding attitude ▶ Feeling “in” on things
---	---

26

Career Intelligence by Barbara Moses

- ▶ Retention – “Maintaining Morale”
- ▶ Extremely effective strategy for maintaining morale and productivity is simply to be **considerate and sensitive with people reporting to you and to be generous in giving feedback**
- ▶ Another powerful yet simple strategy is the **promotion of people’s self-esteem** by giving them opportunities to achieve and to feel that they are important along with positive feedback for their efforts. Pay is not enough.

27

References

- Babauta, Leo. *The Power of Less*. Hyperion: 2009
- Canfield, Jack and Miller, Jacqueline. *Heart At Work*. McGraw-Hill, Donnelley / Crawfordville: 1996
- Moses Ph.D., Barbara. *Career Intelligence*. Berrett-Koehler Publishers, Inc. San Francisco:1998
- Pink, Daniel H. *Drive: The Surprising Truth About What Motivates Us*. Riverhead Books: New York 2009
- Rolie, Linda K. *Getting Back to Work*. McGraw Hill: 2009
- Solomon, Muriel. *Getting Praised, Raised and Recognized*. Prentice Hall Professional Publishers, Englewood Cliffs, NJ: 1992
- Vallersand, Robert L. "Intrinsic, Extrinsic, and Amotivational Styles as Predictors of Behavior: A Prospective Study." *Journal of Personality* 60:3. September 1992. Copyright 1992 by Duke University Press.
- Welten, W. and Lloyd, M. *Psychology Applied to Modern Life*. Thompson Wadsworth:2003

28

VOCATIONAL MOTIVATION IN THE FORENSIC ARENA: (SPEAKER TRANSITION)

Objective Assessment Tools & Case Studies on Motivation and Malingering

Kathleen M. Dytrych
Medical Case Manager
Vocational Counselor
MS, CRC, CCM, LCPC, CDMS, CEAS II

30
April 10, 2016

312

DSM-IV Criteria Factitious Disorder and Malingering

FACTITIOUS DISORDER

- Intentional production or feigning of physical or psychological signs or symptoms.
- The motivation for the behavior is to assume the sick role.
- External incentives for the behavior are absent.

MALINGERING

- Intentional production of false or grossly exaggerated physical or psychological symptoms.
- The motivation for the behavior involves external incentives.

323

Examples of various testing measures

- **Minnesota Multiphasic Personality Inventory (MMPI):** a psychological test that assesses personality traits and psychopathology
- **The Structured Inventory of Malingered Symptomatology:** devised to provide a prescreening measure to detect malingering and subsequently reduce the number of individuals required to undergo more extensive assessments
- **Miller Forensic Assessment of Symptoms Test (M-FAST):** developed as a screening instrument for malingered mental illness.
- **Structured Interview of Reported Symptoms, 2nd Edition (SIRS-2):** assesses deliberate distortions in self-reported symptoms
- **Victoria Symptom Validity Test (VSVT):** an effort measure that focuses on memory functioning and assesses possible exaggeration or feigning of cognitive impairments
- **Battery for Health Improvement 2 (BHI™ 2):** assess validity, physical symptoms, psychological, character, environment, and social factors that can impact response to normal course of treatment and recovery of patients being treated for pain and injury.

334

Additional assessment measurements:

- **Test of Memory Malingering (TOMM):** is a visual recognition test designed to assist in distinguishing between malingered and true memory impairments.
- **The Word Memory Test (WMT):** computer-administered symptom validity test measuring verbal and nonverbal memory, with hidden measures contained in the test to assess validity of the taker's test scores.
- **Wonderlic New Motivation Potential Assessment (MPA):** measures key characteristics and preferences through 30 response-scale questions performed in an untimed setting. Evaluates seven core motivational drivers: Doer, Reward, Inspired, Values, Enjoyment, Relationships, Stay.
- **The Gordon Personal Inventory Profile (GPIP):** measures nine important universal traits to assist organizations in hiring, by identifying the degree to which individuals possess personality-based competencies necessary for success. GPIP Employment Selection measures: assertiveness, responsibility, stress tolerance, sociability, self-confidence, cautiousness, original thinking, personal relations, and vigor.
