



CMOR-MRA Interviewer Training Modules

Incentives

Answer Key

1. What is the definition of an incentive?

A: Incentives are rewards given to encourage employee performance to go above and beyond position or project goals.

2. What are the two kinds of incentives?

1) Internal

2) External

3. The type of incentive chosen should depend on the *needs* of the interviewer and of the *project*.

4. True or False: The first step in developing an incentive program is to develop a cost-benefit analysis for the existence of the program.

A: True



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5. Fill in these rules about creating incentives:
 - a. Always start out incentive amounts *small*; they can always be increased.
 - b. Start incentives as a *test/experiment*, so you can modify it if needed.
 - c. Determine a benchmark, or expected *returns* for what is invested in the incentive; that is, what you will get for what you paid.
 - d. One way to determine the best incentives to use is to ask *interviewers* what they like to receive.
 - e. Always match the incentive to the *task* being rewarded, so that the incentive matches the degree of difficulty in what is being obtained.
 - f. Make the rewarding of the incentive *easy, fun, and quick* so that this step is not too much work on the interviewing floor but is worth it to interviewers.
 - g. Interviewers get tired of incentives eventually, so they must be *constantly changed*, and as interviewers gain experience, the levels must be *raised*.
 - h. Interviewers work harder for incentives if they *understand* how they work, so keep them simple!
 - i. Incentive criteria must be *fair* and *objective*, and interviewers must perceive no *favoritism*. They must be able to track the *math* in how the incentives were determined.
 - j. *30 to 60%* of interviewers should be winning the incentives in any program.
 - k. *Cash* incentives work best and can be small amounts.
6. True or False: Incentives based on productivity cannot have safeguards built in to monitor the quality of the data and to prevent shortcuts.
A: **False**



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7. Name some personal services that could be given out as incentives:

A: free coffee, massages, car washes, errands, snacks, cable TV in breakroom

8. The *internet* is a great place to search for ideas for themes, supplies, and sources of ideas on other incentives.