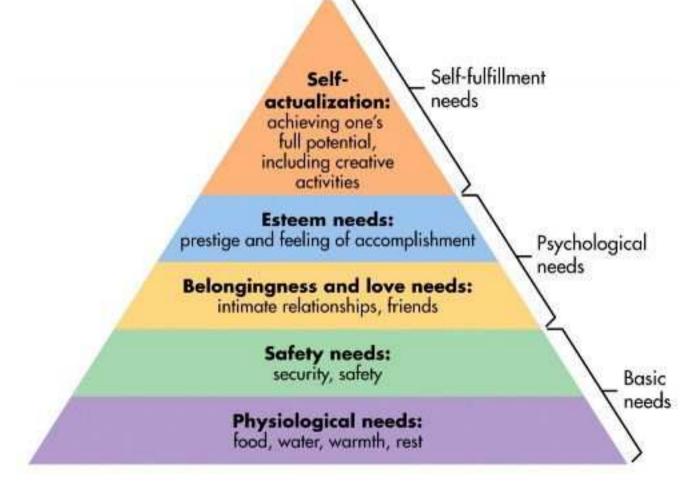


# Motivational frameworks

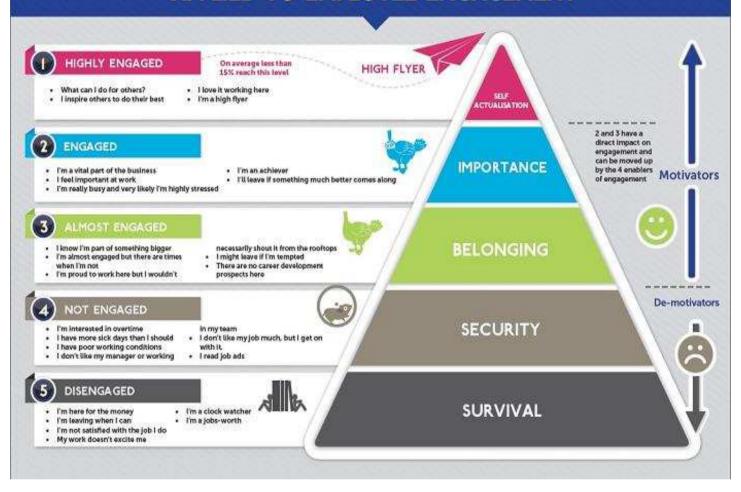




Maslow's hierarchy of needs



## MASLOW'S HIERARCHY OF NEEDS APPLIED TO EMPLOYEE ENGAGEMENT



### Drive - Daniel Pink

https://youtu.be/u6XAPnuFjJc

### Flow - Csikszentmihalyi

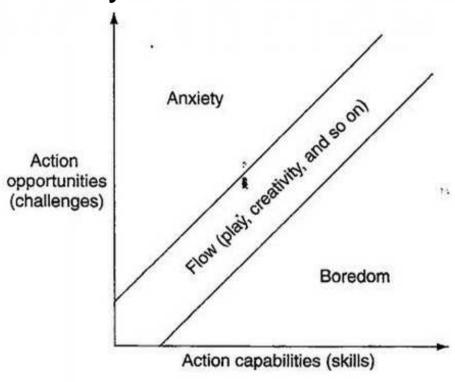
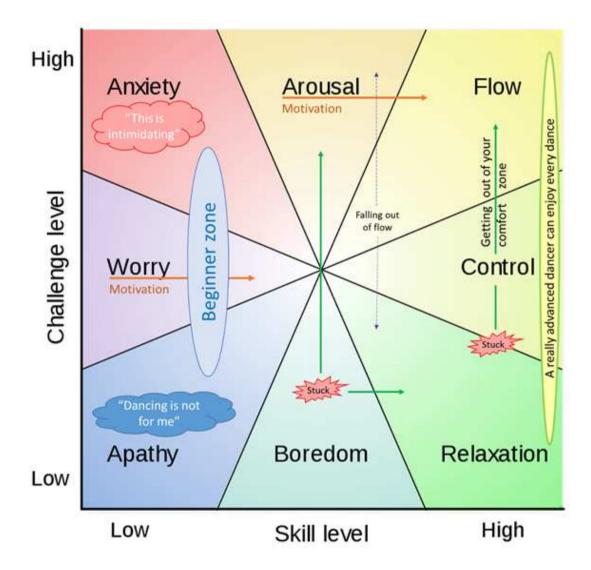


Fig. 18.1 The original model of the flow state. Flow is experienced when perceived opportunities for action are in balance with the actor's perceived skills. Adapted from Csikszentmihalyi (1975/2000).





# Motivation and gamification

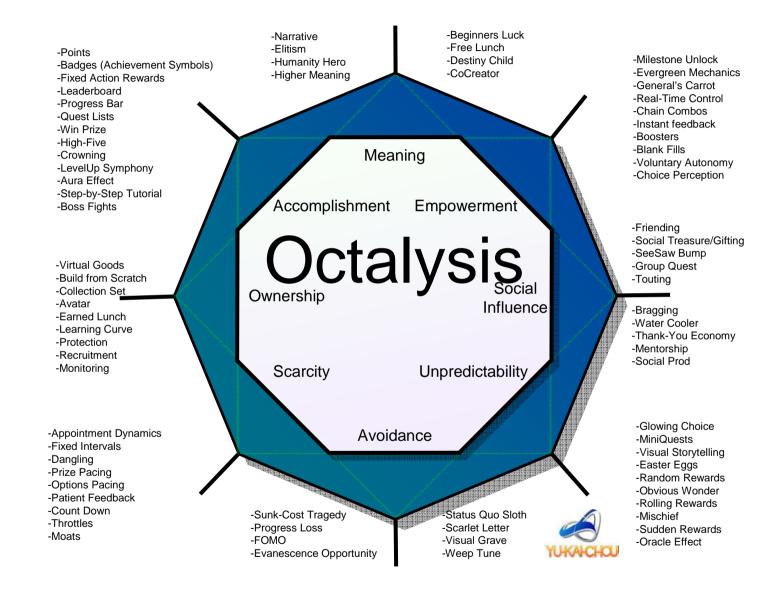
Yukai Chou – Octalysis Gabe Zicherman – SAPS Nir Eyal - Hooked



#### Motivational drivers

- 1. Epic meaning and calling
- 2. Development and achievement
- 3. Empowerment of creativity and feedback
- 4. Ownership and possession
- 5. Social influence and relatedness
- 6. Scarcity and impatience
- 7. Unpredictability and curiosity
- 8. Loss and avoidance

Source: Octalysis framework by Yukai Chou



## What motivational drivers does this play on?

http://youtu.be/bGJSEEx2pXc?list=PLfbtDJcZvTsGbZ\_CXHRbMUDniGuwUeCtf

#### SAPs – Gabe Zicherman

Status

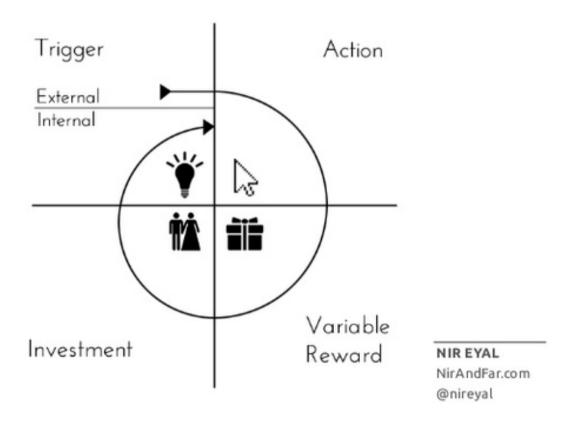
Access

Power

Stuff (things inside games)

### Nir Eyal - Hooked

## The Hook



#### **LINKEDIN**

TRIGGER

I just met someone! I don't want to forget them. REWARD

Find the person

Send invitation to connect

Search for person on LinkedIn

NVESTMENT

ACTION

#### THE HOOK

#### TRIGGER

1. What internal and external triggers get the user to the product?

**2.** What bit of work is done to increase the likelihood of returning?

INVESTMENT

#### REWARD

**3.** Is the reward fulfilling, yet leaves the user wanting more?

**4.** What is the simplest behavior in anticipation of reward?

ACTION

Intrinsic and extrinsic motivation



# What is the difference between intrinsic and extrinsic motivation?

http://vimeo.com/88939322

## Feedback loop







