Question 3

Jen proposes to use Reward power and Coercion power as a leader. Reward power is rewarding employees when they have good performance or are an outstanding employee. Rewards could be a pay rise, promotion or valued office assignments. This encourages all employees to be outstanding and perform well so they can be rewarded.

Coercion power is punishing employees when they under-perform or are not being a good employee. Punishments could be threat of dismissal, suspension, demotion or a form of embarrassment. This power is usually successful in the short term but can create hostility and conflicts and is bad for the overall workplace in the long term.

Jen could make sure the work environment is good for the employees as a bad work environment demotivates and discourages employees to work well. Having hygienic and safe work conditions, having good supervisors and pay and security are factors that influence employees engagement and commitment.