What if someone presses twice?

Screening filter

We we're also worried about this at first. So we build in screening mechanisms into our software to **filter suspicious behavior**.

- The lights (they show the team morale for the day) will temporarily stop working when someone presses several times, as an indicator.

- They will not be accounted for on the dashboard.

Then we realized that our filter hardly ever kicks in. In our experience this behaviour simply does not tend to happen in a consistent way in companies.

Every time someone presses the button they are sending you a message, they are communicating with you.

And this is what you want! For people to get involved, and to find out how you can have "greener" days!

Protest pulses

In some companies there might be a day or two per year with what we call "Protest Pulses".

The people behind the protest pulses highly disagree with what's going on in the company. So they press twice. This might also mean that he or she won't' pick up the phone when a customer calls. Twice!

On one hand they might be seen as a group "boycotting the initiative" and impacting your Mood KPI.
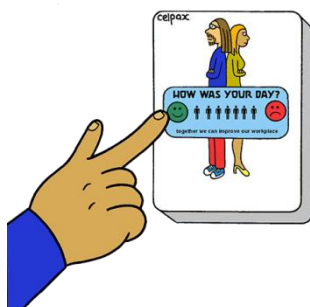
- *However the question is: Which other initiatives are they boycotting? Which other KPIs are they impacting? Customer Satisfaction? Safety? Revenue?*

We personally find it annoying to work with highly disengaged people around :) They keep telling everybody why our jobs suck, etc.

If someone presses more and distort the results one day, **this could have the same effect on your business** when they sabotage among their coworkers.

It shouldn't be ignored. This why we are planning to add more functionality around when "Protest pulses" happen.

Dashboard

- Protest pulses are easy to identify on your dashboard as the disgruntled employee will not press repeatedly as everyone is leaving at the end of the shift. So using "Day Analysis", you can see at what time aprox. the protest pulses happened.

- User case: "We fired an employee in the morning and others had seen him pressing. We checked the time stamp and it matched"

Here's a blog post about the "[silent majority](#)" and disengaged workers that tend to believe that "everything sucks at work".
As you start improving, the numbers will help these employees, and everybody, to see that things are improving.

Cause here's the thing. You need to *improve* the employee mood.

This could be done by making the happy people happier, or getting the unhappy people less unhappy. It doesn't matter. The focus should be on making the green pulses, greener. The same employees will be pressing tomorrow as you have today. This is what and where you need to improve.

We count pulses, we don't count people. We place the Celpax ergonomically in a similar position at all companies so that we can compare the pulses between work sites. If someone presses the red button 3 times, it's interesting data.

One way of looking at it is: Why are these people here if they're actively sabotaging? This is where your challenges lie, in changing behaviors, in improving your work culture.

It's easy to think that the red pulses comes from someone sabotaging but rationalizing doesn't work.

We like to see it as we give people the brutal facts. In one company their Mood KPI is at 50% green. There are similar workplaces that are at 80%. **Why aren't employees pressing red 3 times there?**

We urge leaders to focus on the ongoing tendency: are you moving in the right direction or not? With hundreds or thousands of pulses in one month, it makes sense to focus on the 'big picture', and not individual pulses.

It is less important when the button was pressed. In fact, our tests showed that in companies where they have stray pulses throughout the day, there was hardly any difference between the mood in the morning and in the afternoon – unless "something" happened during the day (a big announcement, company event, etc).

However, you will get richer data if people press towards the end of the shift, as they will reflect upon their whole workday.

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