



Employee Recognition

Presented by:

Brandi Pritchard, Team
Wenatchee Audit Manager

&

Kristina Baylor, Team
Everett Audit Manager

What is employee recognition?

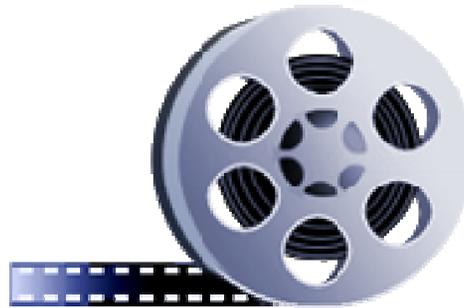


Employee recognition is the acknowledgement of an individual or team's behavior, effort and accomplishments that support the organization's goals and values.



“(It’s) essentially positive feedback that lets employees know they are valued and appreciated.” – MIT University (HR at MIT)

An Award to Remember!



Why is recognition important in your agency?



What are the business reasons for showing appreciation and recognizing others when employees do excellent work?

Statistics Show Recognition:

- * Creates Engaged Employees
- * Retains Employees
- * Increases Employee Motivation & Worker Happiness
- * Increases Customer/Client Satisfaction
- * Produces Better Work Products
- * Helps with Recruitment

The Top two reasons managers give for not giving more recognition?

A: They don't have time & they don't know how.



Recognition Helps Keep Great People!

We strive to recognize organizational and client efforts to improve operations ***but are we forgetting about our staff and peers that we work with everyday?***



Employees who feel appreciated:

- * Often go above and beyond what is expected of them.
- * Are more productive and motivated.
- * Are more likely to stay with the organization.

Who Should Recognize?

- * Executive Management?
- * Team Level Supervisors?
- * Staff?
- * Interns...?
- * All of the above?



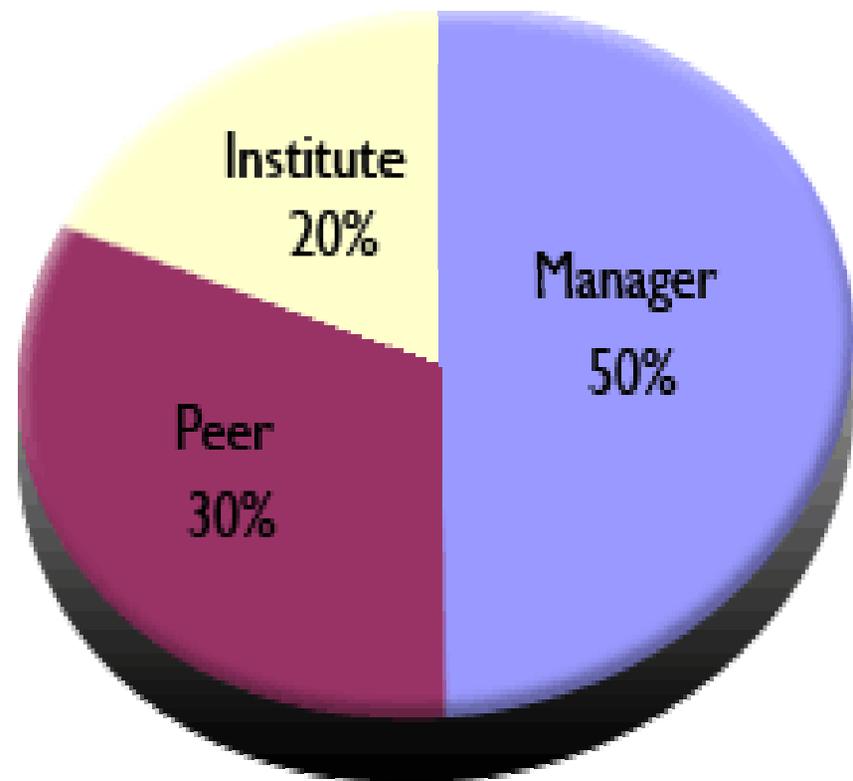
“Employees are most satisfied when recognition comes from a blend of sources.”

~ © Cindy Ventrice 2005 *Make Their Day: Employee Recognition that Works*

Who Should Recognize? (cont'd)

“Employees also report that they want to be recognized by one of these sources in some way **once every seven days!**”

~Gallup's Q¹² assessment



When Should You Recognize?

Often!

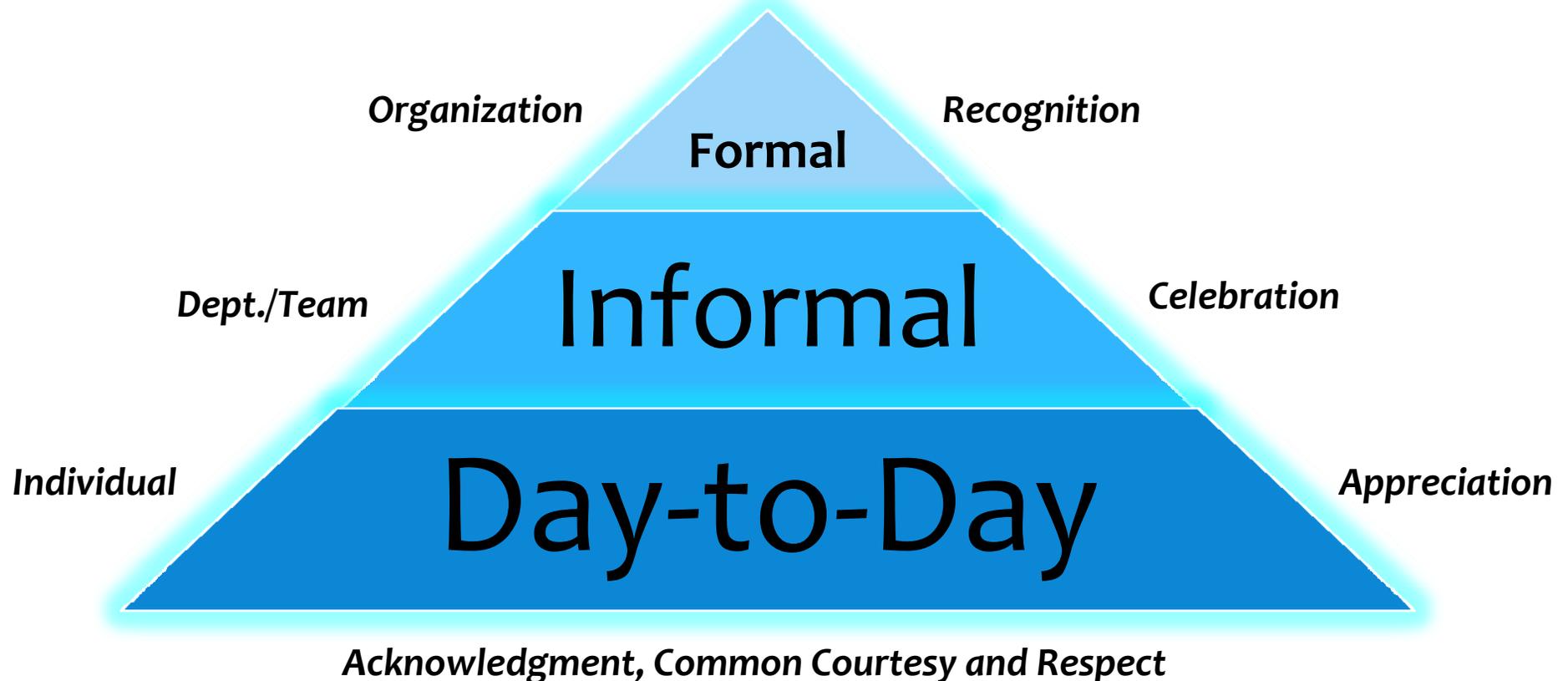


- * Recognition is a short-term need that has to be satisfied on an ongoing basis – weekly, maybe daily. We can draw on our big accomplishments, but we reframe each day, every day.”

~ Jim Harter, Gallup’s Chief Scientist

When people don’t get enough recognition, they ask themselves, ‘What am I doing this for? Nobody cares.’ ~ Gallop Organization

View Recognition as a 4 Dimensional Model



Group Exercise: Three Directional Recognition

Group 1: What are some things you appreciate about your coworkers?

Group 2: What are some things you appreciate about your manager/director?

Group 3: You are a manager, supervisor or team leader/AIC. What are some things you appreciate about your employees?

Appreciation starts with awareness: being aware of the things people do well. It is simply noticing out loud with a positive comment or handwritten note of thanks. ~ Recognize the Moment workshop

Recognition Policies

Before you recognize, it may be important to understand your organization's recognition policies.

Consider asking:

- * *Do we have a recognition policy?*
- * *Is there recognition budget available for me to use?*
- * *Are there dollar limits for employee recognition that I should be aware of?*
- * *Are there restrictions on what forms of awards are allowable? Cash and checks are commonly prohibited.*
- * *Is there an approval process or documentation requirements that must be met?*

Forms of Recognition

Recognition = action

Reward/award = tangible reminder

- * Value is in the eye of the person who receives it
- * How an award is presented can increase its value



“Americans wildly underestimate the power of the tiniest personal touch. Something as small as a written handwritten thank you note has such a great impact because it is tangible and conveys that someone cared enough to write a note to acknowledge another’s efforts.”

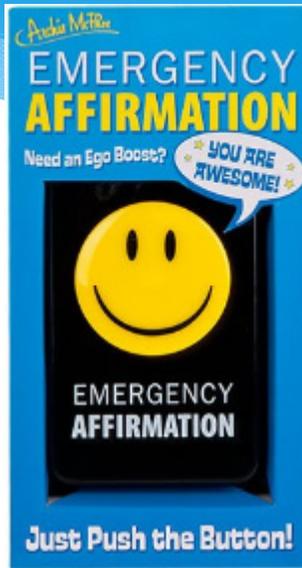
~Tom Peters, Author *The Pursuit of Wow*”

Ideas!

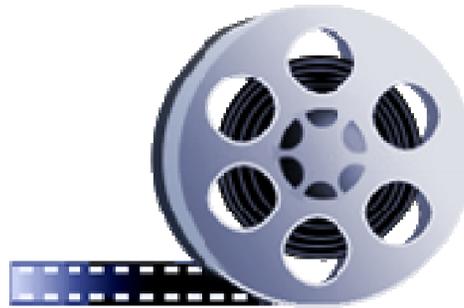


- Send them to training
- Thank you cards
- “You rock” rock
- Creative awards:
 - “Giraffe” for sticking your neck out
 - “Wikipedia” for always having the answer
 - Rookie of the year
- Traveling trophy (everyone adds to it)
- Give special assignments
- Have a recognition board in the office
- Allow them to attend meetings in your place
- Staff meeting cake and let everyone share something worth celebrating
- Throw a “we’re glad you’re here” party





How recognition can go wrong



Give the people what they want!



Good Practice:
Recognition is not one-size-fits all. Thought needs to go into what would be appreciated by the person being recognized. Ask your employees how they would like to be appreciated.

Elements of Written/ Verbal Recognition



It starts now!

I see what you did...

Here is the positive impact it had...

Here's why it is important and/or how the behavior demonstrates one of the team's and/or SAO's values or goals... *Thank You*

Questions/Comments?

