Facilities Services
Employee Recognition
Information Session 2012
L5.1 Employee Perception: Employee Recognition

**Strategic Objective:** Recognize and celebrate individual and team contributions

**Measure description:** Percent of positive responses to a series of questions in an employee survey about recognition in FS: (Q1) I am valued by FS; (Q2) I receive recognition for work that is well done; (Q3) Recognition events are held regularly in my department; (Q4) My individual contribution is valued here

**Executive Champion:** Patti Colaizzo  
**Measure Owner:** Clayton Brainerd

**Measure Intent:** Employees’ perception that their achievements are being recognized is the best indicator of whether FS is successful with employee recognition.

**Formula:** Average of responses to opinion survey questions (Q) shown in the measure description with scores at 4 & 5  
(Q1+Q2+Q3+Q4)/4

**Discussion/Analysis/Recommendation/Forecast:**

- The employee survey numbers did not improve for any of the FS BSC survey measures including this measure.
- Action items taken to support this measure include the establishment of a Non Monetary Employee Recognition Team which meets as needed and an employee recognition resources and forms web page has been established on the ORR web site.
- Lead measure L5.2 “Employee Recognition Information Sessions” has been created to measure how many leadership information sessions have been completed. There are 47 shop/areas that will need to be targeted by the end of 2012.
- The information sessions will cover material about existing recognition programs already in place, recognition sources available to all FS personnel and to encourage the use of simple, little or no cost recognition activities including peer recognition.

07/06/12 cb
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Questions

1. I am valued by Facilities Services
2. I receive recognition for work that's well done
3. Recognition events are held regularly in my department
4. My individual contribution is valued here

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59% | 60% | 55%
54% | 56% | 49%
45% | 46% | 39%
60% | 60% | 57%

Average: 55% | 56% | 50%
L5.2 Employee Recognition Information Sessions

Strategic Objective: Recognize and celebrate individual and team contributions

Measure description: Number of employee recognition information sessions completed

Executive Champion: Patti Colaizzo

Measure Owner: Clayton Brainerd

Measure Intent: Measure progress of employee recognition information sessions with the intent to prompt activity that will help to improve employee recognition throughout FS.

Formula: Number of employee recognition information sessions completed divided by the total number of shop/areas in FS (47).

Discussion/Analysis/Recommendation/Forecast:

- It is the Supervisor’s responsibility to conduct employee recognition in their unit as appropriate.

- To support their recognition activity, information session will be held with FS shops on where to find the recognition tools on the FS ORR web page and discuss ideas on how best to use the toolkit for their employee recognition.

- Measure to be completed in four quarters, ending on 12/31/12

- L5.1 employee survey measure retired.

- Work has commenced on the creation of a new FS employee recognition measure to replace L5.1.

There are 47 shops/areas throughout Facilities Services. Information sessions will take place with the supervisors, managers and employees of each shop/area.
Recognition Programs at UW & FS

Formal Recognition
• Distinguished Staff Awards
• Service Awards
• Outstanding Attendance Records

Informal Recognition & Group Activities
• Cake Walks
• Potlucks
• Birthday Cards
• Employee Photos Displayed at FS Locations
• Employee Newsletter Spotlights
Guiding Principles

- A Simple Thank You
- Pay Attention and Acknowledge Good Work
- Inspire Effort by Recognizing Accomplishments
- Reward the Right Things
- Personalized Approach
- Equal Opportunity for All Staff to Receive Recognition
- Keep it Positive, Specific & Sincere
- Enjoy Recognizing your Colleagues
- Be Spontaneous
- Recognize Leadership
- Recognize Teamwork
- Recognize the Accomplishment of your Peers
Employee Recognition Appreciation Ideas

• Give acknowledgement to those who show initiative
• Nominate an employee for a University formal award program
• Give a thank you card for a job well done
• Ask your supervisor to attend a meeting with your employees during which you thank individuals and groups for their specific contributions
• Send a letter to all team members at the conclusion of a project, thanking them for their participation
• Write a letter of praise recognizing specific contributions and accomplishments and include senior management in the distribution
• Remember to pass along positive feedback in a timely way.
• Go to an employee to thank them for a job well done.
Organization Resources & Relations

Facilities Services

Facilities Services Employee Recognition

Departmental Recognition
Recognition is not standardized across Facilities Services. Each FS department has a long history of providing their own unique kind of recognition activities and is responsible for their own recognition programs.

Recognition Funding
FS Employee recognition funds have been significantly reduced over the past few years necessitating creative, non-monetary solutions for recognition activities where possible. Therefore, some recognition ideas and online sources have been collected for supervisors across FS departments to use for their own recognition activities.

Non-Monetary Recognition Team
A Facilities Services Non-Monetary Recognition Team has been established to identify and promote best practices for FS departments and their employee recognition. Please contact Clayton Brainerd (206) 685 5667 or brainc@uw.edu if you would like support for your recognition activities.

Recognition Resources
Below are links to some useful employee recognition ideas and resources available to you to help with your employee recognition.

Employee Recognition
- Guiding Principles
- Appreciation Awards Ideas
- Informal Recognition Ideas
- Develop a Formal Recognition Program
- Planning A Recognition Event
- Food Approval Process
- 1001 Ways to Reward Employees
- Recognition PowerPoint
- UW’s Employee Recognition Programs