EMPLOYEE RECOGNITION
OBJECTIVES

- Types of recognition
- Creating a culture of recognition
- Recognition ideas
EXERCISE:

- Think of a time when you felt appreciated or were recognized.
- What happened?
- What did the person do?
- How did it make you feel?
REASONS TO RECOGNIZE

- Performed duties of increased responsibility
- Accomplished something others have not
- Served notably in an important position
- Covered for an absent associate
- Consistent reliability and behaviors
- Performed the job with exceptional efficiency and/or effectiveness
- Made recommendations that had a positive impact
- Accomplished the same quality of work but with less people, less money, or shorter deadline
- Displayed extra initiative
- Demonstrated unusual creativity
- Demonstrated extra enthusiasm
- Saved money and/or time
HOW TO RECOGNIZE

- Timely -- as soon as possible after the positive achievement
- Proportional -- matches the action in type and degree of recognition
- Specific -- identifies the positive behavior and how it links to company values
- Individual -- recognizes the person involved in the action
- Sincere -- comes from the heart and shows you care
- Personal -- reflects the personality of the recipient
EXERCISE:

- Think about a time when you recognized someone else for something positive they did.
- What did you do?
- How did it make the recipient feel?
- How did you feel?
CREATE A CULTURE OF APPRECIATION

- Ask employees how they want to be recognized
- Kudos at staff meetings
- Acknowledge all service anniversaries
- Birthday cards
- Bragging Board: Celebrate everything that connects you
GETTING TO KNOW YOUR EMPLOYEE

WHAT IS OUR GEM ALL ABOUT?

It is important to know our associates and understand what makes them a GEM. Help us discover who you are, what is important to you and how do you want us to recognize your great work in the future?

WHO AM I...

Name: ___________________________  Pete: ___________________________
Birthday: ________________________  Nicknames: _______________________
Anniversary: ____________________  Hobbies: _______________________
Alma Mater/School: _______________  ________

A FEW FAV'S....

Food/much: ________________________  Beverage: _______________________
Restaurant: ________________________  Holiday/Season: _______________________
State: ____________________________  Music/Genre: _______________________
Movie: ____________________________  Hobby: _______________________
Color: ____________________________  Animal: _______________________
Sports: ____________________________  Author/Book: _______________________
Travel/Vacation: ____________________  Favorite places: _______________________

WHEN I DO A GOOD JOB, I WANT....

To receive _____ public or ______ private recognition

The most effective form of recognition I have received is:

______________________________

SMILE - SPEAK RIGHT AND LAST - PAY ATTENTION TO DETAILS - KNOW YOUR PROPERTIES - ANTICIPATE NEEDS - RESOLVE GUEST ISSUES PROMPTLY - THANK GUESTS - HAVE FUN
Huddle Up!
At one great grocery store chain in the heartland, employees and customers are encouraged to “huddle up” for recognition moments. Everything in the store stops for a few moments to recognize a great associate.

What a great – and almost unheard of – idea. Simply stop. Stop chasing. Stop calling. Stop meeting. Stop worrying. Today, take a moment to stop what you are doing, call your people together, and give someone a much deserved pat on the back.
RECOGNITION IDEAS

- Give "Caught in the act" coupons (coupons that can be redeemed for free beverage)
- Create and present certificates
- Hand out "Lunch is on me" coupons
- Present trophies or ribbons
- Send personal notes to the associate
- Send personal notes to the associate's family
- Create a "year in review" booklet (pictures or articles highlighting associates' achievements)
- Put up a bulletin board (post letters, pictures, thank you cards)
- Have a "Friday Surprise"
- Give a traveling trophy
- Have associates determine recipient and presentation of the traveling trophy
- Bring in donuts and drinks
- Give tickets to sporting or cultural events
- Call an associate into your office just to thank him/her (talk of nothing else)
- Go to the associate's office to thank him/her
- Post a thank-you note on the associate's door
- Volunteer to do the associate's least desirable task for a day
- Answer the person's telephone for a day
- Have a senior member of management call on the associate to deliver the thanks
- Wash the associate's car
- Create a Hall of Fame wall with photos
- Make a photo collage about a project's success
RECOGNITION IDEAS

- Stage a parade through the building for the associate
- Take supporting associates out to lunch when YOU get a promotion
- Present an Equalizer Bunny for keeping "going, and going, and going..."
- Present a toy roadrunner for working fast and meeting shortened deadlines
- Write your thank-you on a flip chart and place it prominently in the area or in front of the associate's door
- Host a make-believe marathon and a corresponding awards ceremony for project members
- Ask five people to go up to the person and say that you asked them to thank the associate for you
- Write five or more thank-you's on Post-It-Notes and hide them in the associate's office/work area
- Develop a "Behind the Scenes" Award for those usually not in the limelight
- Name a space after an associate and put up a sign ("The Suzy Jones Corridor")
- Buy lunch for the associate and three people of his/her choice
- Bring the associate bagged lunches for a week
- Make a thank you card by hand, with crayons, stickers, etc.
- Cover the person's desk with balloons
- Find out the associate's hobby and give an appropriate gift
- Give the associate something for his/her children
- Make a batch of cookies for the associate
- Make and deliver a fruit basket
- Give a copy of the latest best selling management or business book
- Give a subscription to a business journal
- Inscribe a favorite book as a gift