



# EMPLOYEE RECOGNITION

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EMPLOYEE RECOGNITION

# OBJECTIVES

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- ✘ Types of recognition
- ✘ Creating a culture of recognition
- ✘ Recognition ideas

*Congratulations!*



# EXERCISE:

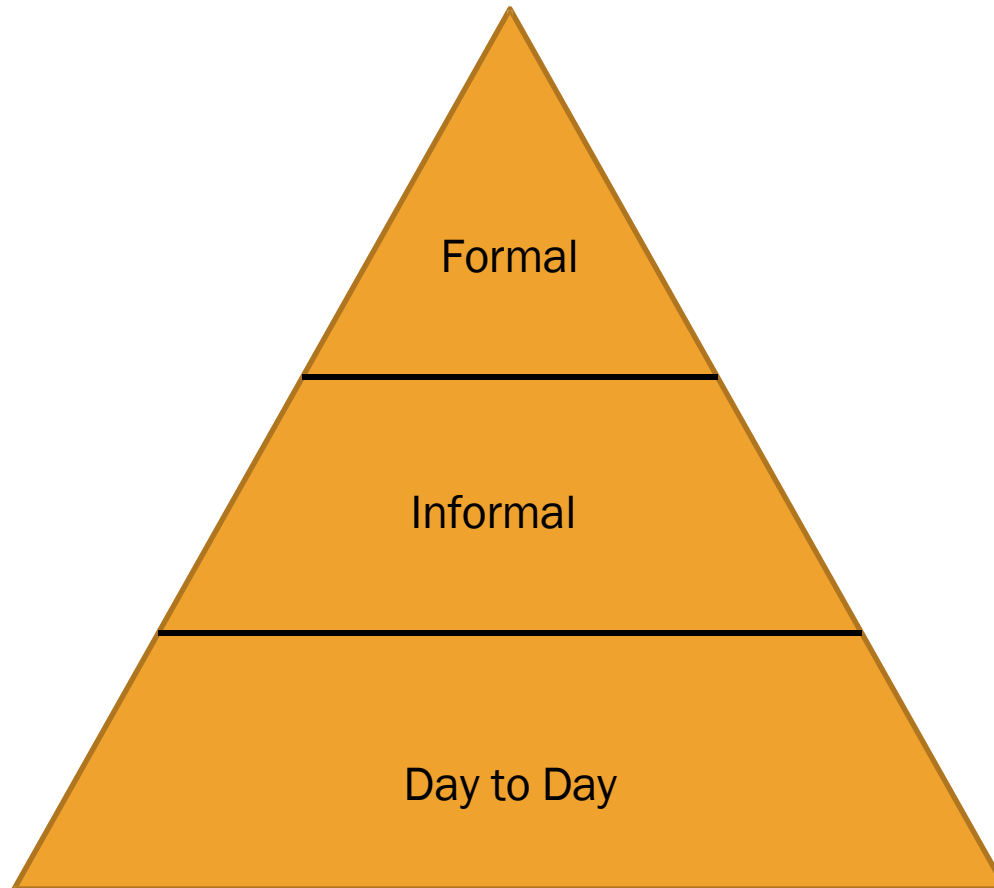
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- ✘ Think of a time when you felt appreciated or were recognized.
- ✘ What happened?
- ✘ What did the person do?
- ✘ How did it make you feel?



# TYPES OF RECOGNITION

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# REASONS TO RECOGNIZE

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- ✘ Performed duties of increased responsibility
- ✘ Accomplished something others have not
- ✘ Served notably in an important position
- ✘ Covered for an absent employee
- ✘ 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

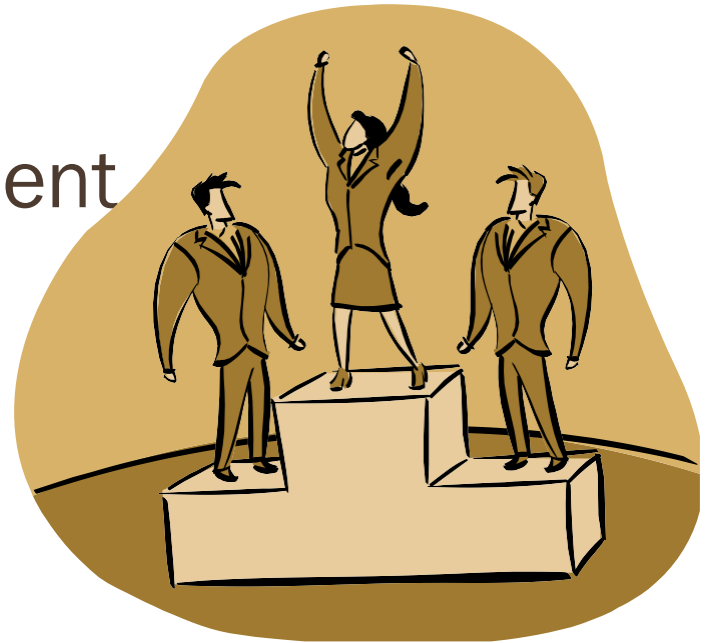
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- ✘ Timely -- as soon as possible after the positive achievement
- ✘ Proportional -- matches the action in type and degree of recognition
- ✘ Specific -- identifies the positive behavior and how it links to company values
- ✘ Individual -- recognizes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

# EXERCISE:

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- ✘ 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

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- ✘ 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: \_\_\_\_\_ Pets: \_\_\_\_\_  
Birthday: \_\_\_\_\_ Nicknames: \_\_\_\_\_  
Anniversary: \_\_\_\_\_ Hometown: \_\_\_\_\_  
Alma Mater/School: \_\_\_\_\_

### A FEW FAV'S...

Food/snack: \_\_\_\_\_ Beverage: \_\_\_\_\_  
Restaurant: \_\_\_\_\_ Holiday/Season: \_\_\_\_\_  
Store: \_\_\_\_\_ Music/Group: \_\_\_\_\_  
Movie: \_\_\_\_\_ Hobby: \_\_\_\_\_  
Color: \_\_\_\_\_ Animal: \_\_\_\_\_  
Sports: \_\_\_\_\_ Author/Book: \_\_\_\_\_  
Travel/Vacation: \_\_\_\_\_ Flower/Plants: \_\_\_\_\_

### 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 FIRST AND LAST ~ PAY ATTENTION TO DETAILS ~ KNOW YOUR PROPERTY ~ ANTICIPATE NEEDS ~ RESOLVE GUEST ISSUES PROMPTLY  
THANK GUESTS ~ HAVE FUN**

# A CARROT A DAY

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A daily dose of RECOGNITION for your employees by Adrian Gostick and Chester Elton

## 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 employee.

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

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- ✘ Give "Caught in the act" coupons (coupons that can be redeemed for free beverage)
- ✘ Create and present certificates
- ✘ Present trophies or ribbons
- ✘ Send personal notes to the employees
- ✘ Create a "year in review" booklet (pictures or articles highlighting employees' achievements)
- ✘ Put up a bulletin board (post letters, pictures, thank you cards)
- ✘ Have a "Friday Surprise"
- ✘ Give a traveling trophy
- ✘ Have employees determine recipient and presentation of the traveling trophy
- ✘ Bring in donuts and coffee
- ✘ Visit an employee in their workspace to thank them
- ✘ Go to the employee's workspace to thank them
- ✘ Post a thank-you note in the employees' workspace
- ✘ Have a senior leader call the employee to convey appreciation
- ✘ Create a Hall of Fame wall with photos
- ✘ Make a photo collage about a project's success



# RECOGNITION IDEAS

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- ✘ Take supporting employees 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 employee's workspace
- ✘ Host a make-believe marathon and a corresponding awards ceremony for project members
- ✘ Write five or more thank-you's on Post-It-Notes and hide them in the employee's office/work area
- ✘ Develop a "Behind the Scenes" Award for those usually not in the limelight
- ✘ Make a thank you card by hand
- ✘ Cover the employee's desk with balloons
- ✘ Find out the employee's hobby and give an appropriate gift
- ✘ Give the employee something for his/her children
- ✘ Make a batch of cookies for the employee
- ✘ Make and deliver a fruit basket
- ✘ Give a favorite book as a gift