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Action Planning Tips for Managers and Supervisors

This is the third in a series of Action Planning Tips for managers and supervisors. This document provides tips for employee recognition that you may find useful in your action planning and ongoing discussions with your teams. As a reminder, we will be conducting our next staff engagement survey in April 2017.

Survey Item: I am satisfied with the recognition I receive for doing a good job.

Survey Domain: Manager

Survey Theme: Employee Involvement

Understanding the Issue: The first step is to understand the issues behind the survey performance scores. Unless you are absolutely sure that you understand the issues related to a particular survey item, the best place to start is identifying them, and the section Understanding Issues can help you do so.

Employees who are recognized often are more likely to be committed to the organization. Your role as a manager is to ensure that all your employees are appropriately recognized in a way that is meaningful for them. Recent studies on generational differences point out that recognition of accomplishments may be even more of a performance driver for younger members of the work force, e.g., generation Y workers.

Recognition must be sincere and be related to significant aspects of work assignments. Insincere recognition (just going through the steps) or recognition for trivial aspects (it was just their turn) will be seen through and will evoke negative reactions from your workers.

Improvement Ideas:
1. Meet with each direct report routinely, such as quarterly, to give them quality feedback regarding their contributions to the team and the organization. Thirty minutes can go a long way toward making them feel recognized and heard.
2. Ask team members, at the beginning of a monthly staff meeting, to recognize others on the team who did something especially helpful for them during the past month. In the beginning, employees may be reluctant to acknowledge others publicly if they are not accustomed to doing so. Be persistent and they will become comfortable with it.

3. Write thank-you notes to individuals when they do something particularly well or something that is important to the work group’s success. The BEST Rewards online platform provides a non-monetary recognition option in the way of online “Thank You’s” or acknowledgements to colleagues or employees. These can also be printed out and presented directly to employees. For your direct reports keep a copy of this recognition communication and refer to it during the employee’s next performance evaluation. This communicates to the individual that their accomplishments are definitely factored into performance evaluations.

4. Select an employee each quarter or each year to recognize for their specific contributions. Include background information (details) on at least one of situations involved to help reinforce why outstanding service matters and to provide best practice examples to all members of the team. Nominate an employee for the Annual Employee Excellence Awards. Approximately 50 employees are selected for awards based upon the health system’s strategic guiding principles: compassion, diversity, leadership, social responsibility and teamwork/collaboration. Award recipients are presented with a framed certificate and monetary award of $1,000 at the annual Employee Excellence Awards breakfast.

5. Recognize an employee with a STAR Award who has gone “above and beyond.”

6. Send an email to your work group’s major “internal customers” or colleagues asking them to reply with any deserved recognition earned by one of your team members. Encourage these internal customers to include two or three bullet points outlining how the individual’s actions positively impacted their operation. Use this ‘success story’ information in your recognition of the individual as described above.

7. Use the BEST Rewards online system to promote BEST behaviors by recognizing employees and enabling staff to publicly recognize colleagues who go above and beyond in an equitable, instantaneous fashion. With the BEST Rewards system, managers can provide immediate monetary and non-monetary rewards to deserving employees.

8. Utilize the online BEST Rewards’ website and/or create a “recognition bulletin board” on which anyone can post a message of praise or thanks to another team member for their contribution or help.

9. Conduct an annual “recognition/team-building workshop” in which team members compile a list of contributions made by each team member.

10. Throw a surprise pizza or ice cream party for the team after a major push to accomplish a group goal; use the occasion to recognize people for their individual roles in accomplishing a goal.
11. Keep your ‘recognition thinking’ fresh. Utilize resources available from your HR organization. Learn and try new ideas gleaned from published posts and articles. Make it part of your routine to invest a few hours each week searching the internet for relevant materials and reviewing blogs focused on employee recognition.

12. Visit the BEST Rewards website on our Intranet at www.ucdhserp.com. During your first visit, you will have the opportunity to set your privacy settings (indicating whether you want your recognitions streamed, or shared online with others) and set up your personal profile.