



Employee Recognition

GLOBAL COURSEWARE

Getting Started

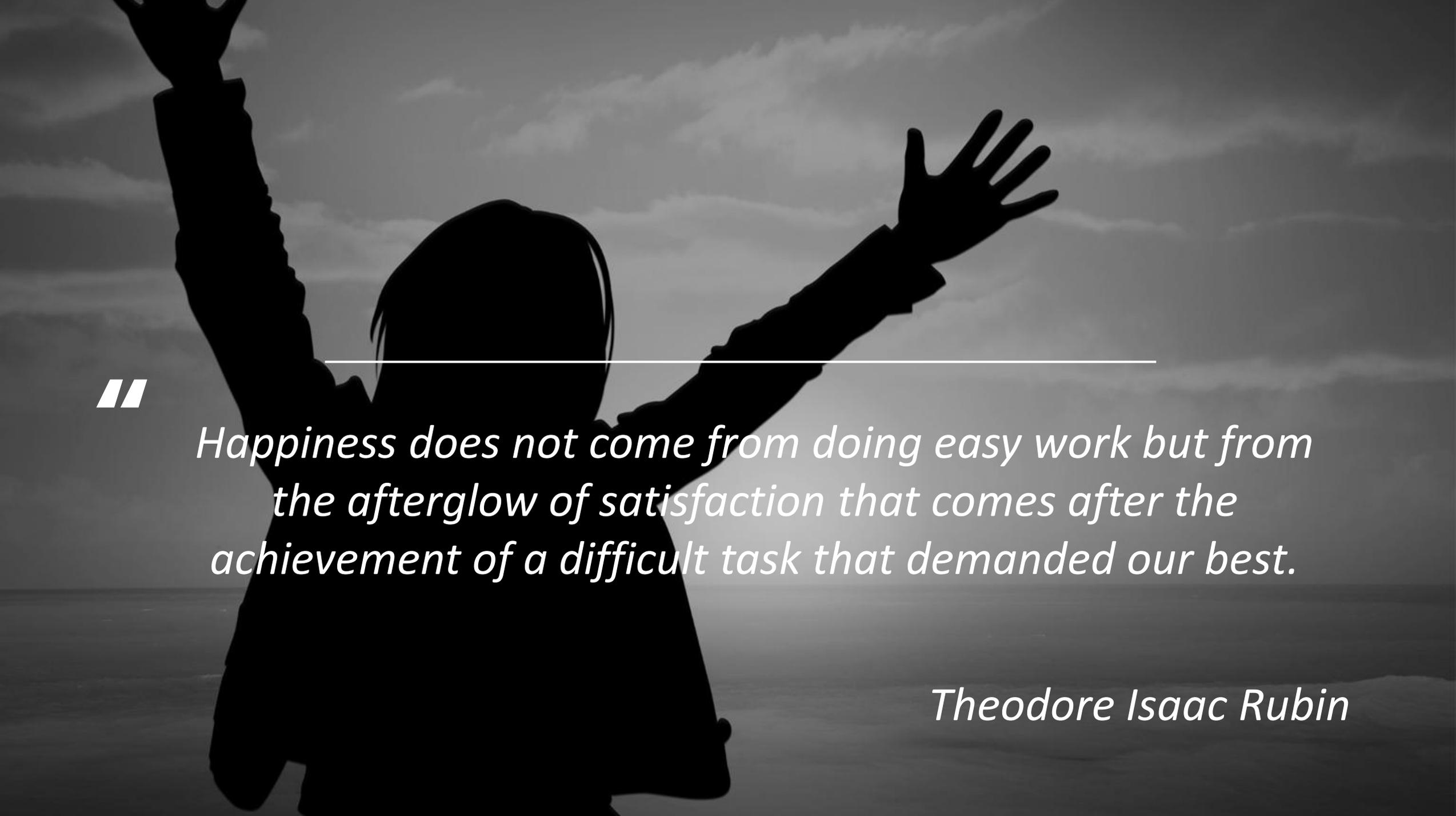
An employee recognition program is a necessity.

Companies can improve job retention, employee engagement, team work, reinforce company values. Employees are more likely to continue employment with a company if they feel they are appreciated.

Workshop Objectives



- Assess the type of Employee Recognition Program(s) your company needs
- Train leadership to recognize their employees
- Know when and where recognition is needed
- Construct a culture of recognition

A black and white photograph showing the silhouette of a person from behind, with their arms raised in a gesture of triumph or joy. The person is standing on a beach or a similar flat, open area, looking out at a vast, cloudy sky. The lighting is soft, suggesting a sunrise or sunset. A thin white horizontal line is positioned above the main text.

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Happiness does not come from doing easy work but from the afterglow of satisfaction that comes after the achievement of a difficult task that demanded our best.

Theodore Isaac Rubin

MODULE TWO

The Many Types of Incentive

A recent study found employees become disengaged when they don't feel appreciated. Employee recognition programs can keep employees motivated, safe, happy, and invested in your business.



Safety Incentives

Safety incentive programs are designed to help maintain the safety goals of a company.

Years of Service

- Exit costs
- Recruiting
- Hiring
- Training





Productivity

Employee recognition programs that focus on productivity help to encourage employees and increase production.

Attendance & Wellness Incentives

- Reimbursing workers for gym memberships
- Offering weight loss programs
- Providing free health coaching



Practical Illustration



- Safety Incentives
- Years of Service
- Productivity
- Attendance & Wellness Incentives

Module Two: Review Questions

1. According to OSHA there are on average there are _____ work related deaths every day.

A. 30

B. 99

C. 1

D. 15

Module Two: Review Questions

2. What is the most common work-related injury?

A. Elevators

B. Falls

C. Creative

D. Animals

Module Two: Review Questions

3. What is a "work anniversary"?

A. The anniversary of an employee's date of hire

B. The anniversary of the company's opening

C. The anniversary of the first time the employee finished a project

D. All of the above

Module Two: Review Questions

4. What type of employee incentive program is designed to motivate employees and increase output?

A. Wellness

B. Years of service

C. Productivity

D. None of the above

Module Two: Review Questions

5. Which of the following is considered a wellness incentive program?

A. Reimbursement for college tuition

B. Reimbursement for costs for participating in a smoking cessation program

C. Reimbursement for work supply expenses

D. All of the above

Module Two: Review Questions

6. Employee absences can reduce productivity, lower morale and increase _____.

A. Productivity

B. Profit

C. Team work

D. Rates of job turnover

Module Two: Review Questions

7. Companies have started to realize that healthier employees lead to _____ and _____.

A. Lower insurance costs, and higher productivity

B. Higher insurance costs, and higher productivity

C. Lower insurance costs, and lower productivity

D. None of the above

Module Two: Review Questions

8. How much does absenteeism cost a company per year for an hourly employee?

A. Under \$350

B. Under \$50

C. About \$50

D. About \$3500

Module Two: Review Questions

9. The majority of people quit their jobs because_____.

A. They have found a higher paying position

B. They feel under appreciated

C. They don't get along with their co-workers

D. All of the above

Module Two: Review Questions

10. Of the following, which contributes to the cost of job abandonment?

A. Recruitment

B. Training

C. Interviewing

D. All of the above



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You can design and create, and build the most wonderful place in the world. But it takes people to make the dream a reality.

Walt Disney

MODULE THREE

Designing Employee Recognition Programs

Employee recognition programs can promote the core values and beliefs of a company while building a more engaged employee base.



Purpose

- Sincere
- Meaningful
- Adaptable
- Relevant
- Timely

Employee Involvement

Ask for your employees' thoughts about the program to make it more effective.



Budget

When creating a budget, make sure the rewards offered are attainable for more than just one year.



Keep it Simple

- Keep guidelines simple and clear
- Provide examples of what you expect
- Provide tools that explain the goals or criteria



Practical Illustration



- Purpose
- Employee Involvement
- Budget
- Keep it Simple

Module Three: Review Questions

1. The first step in designing an employee recognition program is to?

A. Decide the purpose and goals

B. Decide the logo design

C. Decide the reward

D. All of the above

Module Three: Review Questions

2. Which of the following should you NOT consider when deciding what the purpose and goals are for your employee recognition program?

A. What will the employees need to do to participate?

B. What employee actions will the program reward?

C. What time of day the awards ceremony will be?

D. What specific employee achievements should be highlighted and recognized?

Module Three: Review Questions

3. Which of the following is true of employee recognition programs?

A. Employee Recognition Programs are always expensive

B. Employee Recognition Programs are a luxury

C. Employee Recognition Programs make employees unhappy

D. Employee Recognition Programs don't have to be expensive

Module Three: Review Questions

4. In this case, what does S.M.A.R.T. stand for?

A. Standard, Materials,
Articulation, Retention, Testing

B. Sincere, Materials, Adaptable,
Retention, Timely

C. Standard, Meaningful,
Articulation, Relevant, Testing

D. Sincere, Meaningful, Adaptable,
Relevant, Timely

Module Three: Review Questions

5. What is the benefit of having an employee recognition committee?

A. Helps create shared ownership

B. Helps ensure that the program is viewed as fair

C. Helps the employees put their input into the program

D. All of the above

Module Three: Review Questions

6. What is not part of the employee recognition committee purpose?

A. To decide the type of reward given

B. To decide what nominations are given

C. To decide the criteria of the program

D. To decide who gets hired for a position

Module Three: Review Questions

7. When you are developing your program, make sure to keep the guidelines as _____ and _____ as possible.

A. Clear, Simple

B. Fun, Easy

C. Demanding, Profitable

D. None of the above

Module Three: Review Questions

8. What is one way to make sure the program is clear and simple to your employees?

A. Have only one rule

B. Write it down

C. Ask staff members if they have questions

D. None of the above

Module Three: Review Questions

9. Developing an/a _____ can be a huge boost for employee engagement and satisfaction.

A. Production program

B. Incentive program

C. Employee recognition program

D. Salary increase initiative

Module Three: Review Questions

10. Employee rewards should not be an added expense for the employer/company.

A. True

B. False

A black and white photograph of water ripples on a dark surface, creating a series of concentric circles that radiate from a central point. The ripples are most prominent in the center and fade towards the edges.

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Next to excellence is the appreciation of it.

William Makepeace Thackeray

MODULE FOUR

How to Get the Buzz Out

You have to get the buzz out about your program, get excited about it! Making the work environment more enjoyable is a big deal!



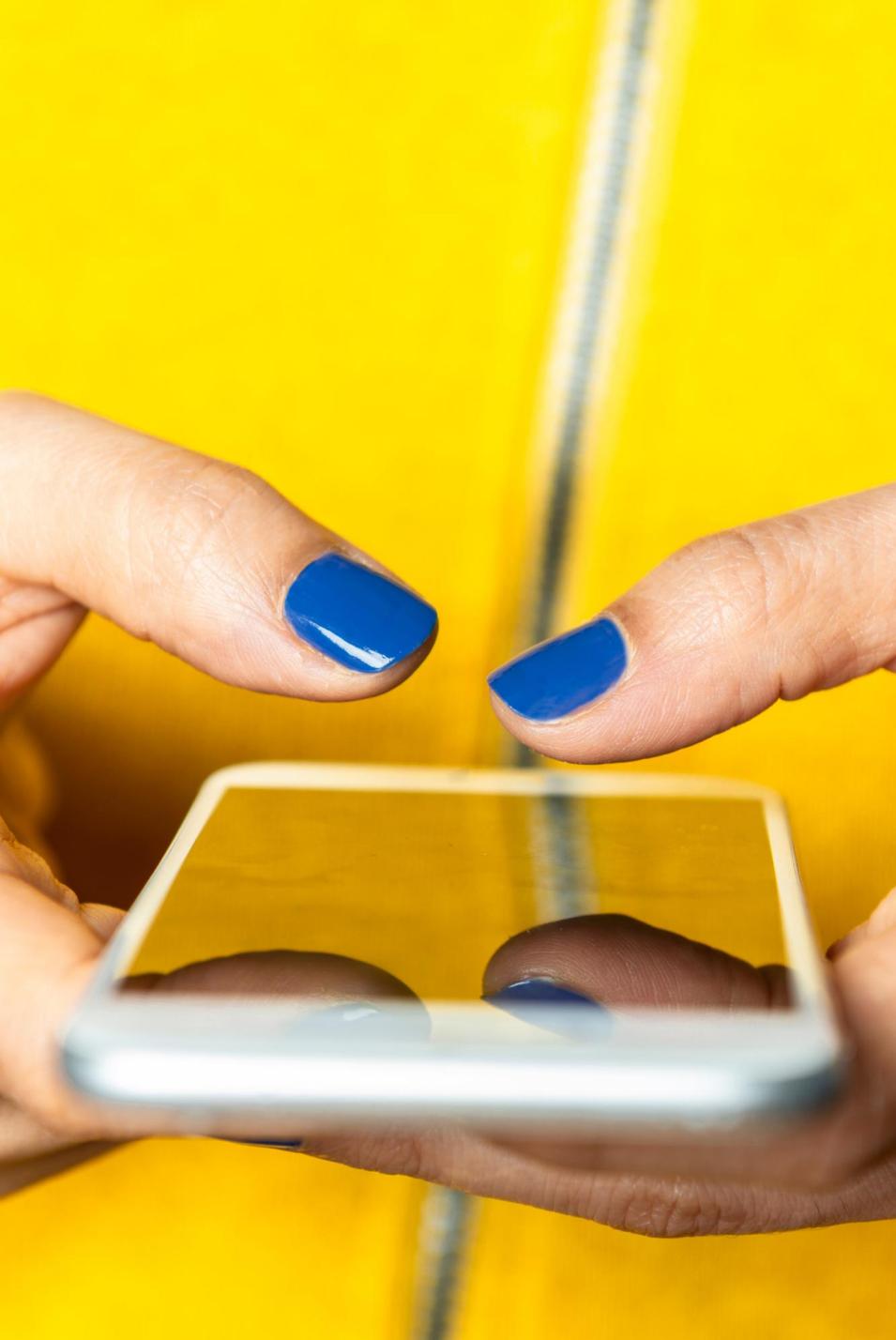
Be Creative With Designs

Attaching a theme like that to a program helps make it fun; fun that your employees will remember.

Paper the Walls

Having fliers out where people can read them is a great way to inform your employees, and get them excited.





Use Social Media



Go Mobile!

As a society we can now do almost anything from our smart phones.



Practical Illustration



- Be Creative With Designs
- Paper the Walls
- Use Social Media
- Go Mobile!

Module Four: Review Questions

1. What is a logo?

A. Visual Identity

B. A name of something

C. Visual Interest

D. None of the above

Module Four: Review Questions

2. Which of the following is a theme?

A. Gratitude With Attitude! -Employee Appreciation is all about your employees, so a theme that reinforces their value all while having a little fun will be a very effective way to make them feel appreciated.

B. Random Acts of Kindness - about kindness. Involve your employees by promoting Peer to Peer appreciation

C. You Rock! - Have a rock and roll music decor. Let your team know how much they totally rock– literally!

D. All of the above

Module Four: Review Questions

3. Which of the following is not a social media site?

A. Facebook

B. Library

C. Twitter

D. Pinterest

Module Four: Review Questions

4. Which of the following are ways to advertise your program?

A. Fliers

B. Posters

C. Employee newsletter ads

D. All of the above

Module Four: Review Questions

5. What is a term used to describe a specific ambiance?

A. Theme

B. Logo

C. Advertising

D. Design

Module Four: Review Questions

6. What percentage of Americans have a social media site?

A. 20%

B. 70%

C. 90%

D. 100%

Module Four: Review Questions

7. Examples of mobile communication options are _____?

A. Teambox

B. Yammer

C. Twitter

D. A and B

Module Four: Review Questions

8. Americans spend an average of how many hours per day on social media?

A. 1

B. 2

C. 3

D. 4

Module Four: Review Questions

9. What percentage of Americans have a smartphone?

A. 72%

B. Under 50%

C. Over 80%

D. None of the above

Module Four: Review Questions

10. Different colors and fonts can invoke _____.

A. Eye pain

B. Fear of failure

C. An emotional response

D. None of the above



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Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well.

Voltaire

MODULE FIVE

It Starts From the Top

Feeling appreciated is an important part of the workplace dynamic. Instead of just saying thank you to an employee, give them a gift.

Identifying Desirable Behaviors

- Behavior is physical
- The behavior must be specific
- The behavior must be easy to measure accurately



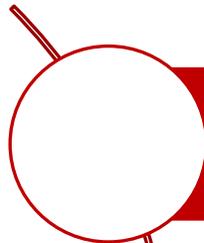
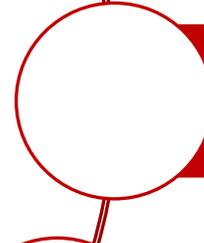
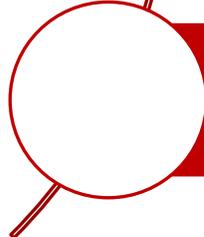
Understanding the Goals of the Company

*If you don't know where
you came from, how can
you know where you're
going?*





Setting Guidelines

-  A reasonable reward for efforts
-  Inspiration to sustain and improve job performance
-  A clear description of behaviors the company values

Providing Recognition Templates

Employee recognition tools and templates should be provided.



Practical Illustration



- Identifying Desirable Behaviors
- Understanding the Goals of the Company
- Setting Guidelines
- Providing Recognition Templates

Module Five: Review Questions

1. The act of rewarding desired behavior increases the repetition of the desired behavior, and therefore _____.

A. Productivity

B. Intelligence

C. Longevity

D. Everything

Module Five: Review Questions

2. Behavior is:

A. Something the employee physically does

B. Changing beliefs

C. Emotional responses

D. Attitudes and feelings

Module Five: Review Questions

3. What is a guideline?

A. Social networks

B. A general rule, principle, or piece of advice

C. Emotional responses

D. Nothing

Module Five: Review Questions

4. A good recognition and reward system provides employees with:

A. No return for their efforts

B. Discouragement to maintain and improve their performance

C. Maintain incomprehensible clarification of what behaviors and outcomes the organization values

D. None of the above

Module Five: Review Questions

5. What is the purpose of a Recognition Template?

A. To aid management in giving out more frequent positive recognition

B. To ignore employee recognition

C. To aid in management giving out more frequent negative recognition

D. None of the above

Module Five: Review Questions

6. Which of the following is NOT true about Template recognition materials?

A. The template recognition materials are enough recognition for employees to feel engaged

B. The template recognition helps managers give on the spot recognition

C. Using ready to go templates for recognition will increase the frequency of its practice

D. None of the above

Module Five: Review Questions

7. When setting guidelines, you want to be sure you follow the company's:

A. Policies and goals

B. Information

C. Conversations

D. Reports and research

Module Five: Review Questions

8. When _____, the behavior you are rewarding must be easy to measure accurately.

A. Identifying candidates

B. Identifying a committee

C. Identifying behaviors

D. Identifying problems

Module Five: Review Questions

9. How many organizations reported they provide training on recognition to managers?

A. 10%

B. 14%

C. 9%

D. 20%

Module Five: Review Questions

10. _____ is a critical part of the workplace relationship, it can be used to ensure that employees don't feel the need to leave at all.

A. Policies

B. Uniformity

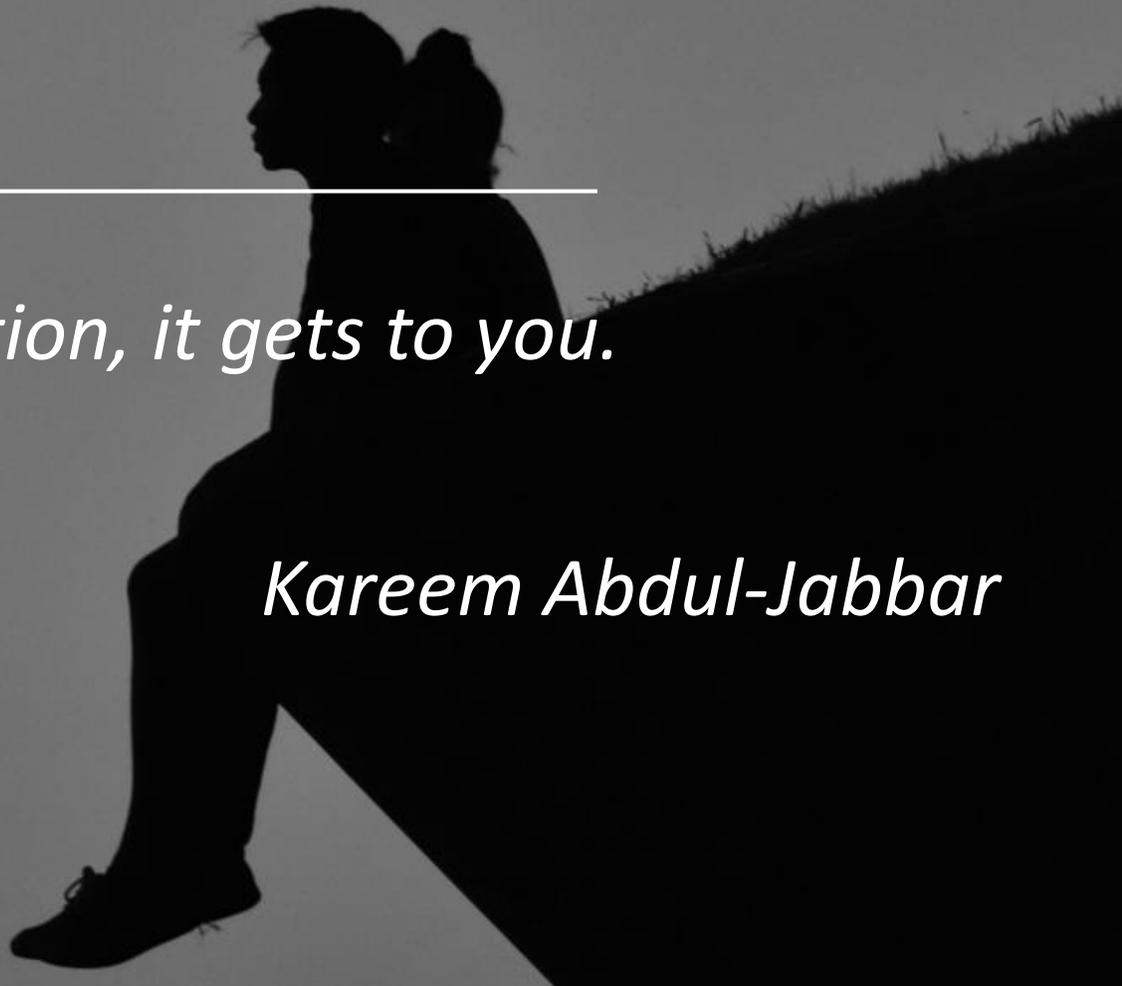
C. Guidelines

D. Recognition

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If not shown appreciation, it gets to you.

Kareem Abdul-Jabbar

A silhouette of a person sitting on a grassy hill, facing left. The person's hair is tied up. The background is a light, hazy sky.

Creating a Culture of Recognition

Employees in a company that has a culture of recognition are 5 times more likely to feel valued, 7 times more likely to stay, and 11 times more likely to feel completely committed to their jobs.



Keep Your Staff “In the Know”

Have meetings

Email any updates

Create a newsletter

Empower Employees with Peer-to-Peer Recognition

- Provide recognition
- Sending flowers
- Set up a nomination system





Team Building: Encourage Camaraderie

When a team is successful, it focuses the energy of team members for the good of the organization.

Motivate by Promoting Fun

- Be appropriate for the workplace
- Involve as many employees as possible
- Be sensitive to how people might react



Practical Illustration



- Keep Your Staff "In the Know"
- Empower Employees with Peer-to-Peer Recognition
- Team Building: Encourage Camaraderie
- Motivate by Promoting Fun

Module Six: Review Questions

1. 80% of Gen Y said they prefer _____.

A. On-the-spot recognition

B. After-the-fact recognition

C. Associative recognition

D. Disassociated recognition

Module Six: Review Questions

2. Keep your staff informed by:

A. Looking at them

B. Holding meetings, emailing updates,
creating a company newsletter

C. Talking to management

D. None of the above

Module Six: Review Questions

3. A peer group can strongly influence employee _____.

A. Emails

B. Lack of interest

C. Self-esteem

D. None of the above

Module Six: Review Questions

4. According to a survey done by Employment Review, _____ is the most effect way you can keep your employees informed about existing organizational issues.

A. Having a party

B. Journaling

C. Sending an email

D. Holding a meeting

Module Six: Review Questions

5. Employees interact with co-workers more than with _____.

A. Family

B. Management

C. Pets

D. Mail carriers

Module Six: Review Questions

6. A well-designed peer-to-peer program brings a (n) _____ experience to the receiver as well as the giver.

A. Ok

B. Sad

C. Bad

D. Good

Module Six: Review Questions

7. What is a team?

A. A group of employees who unite around a particular task or objective

B. A group of employees

C. A group of employees who work individually

D. None of the above

Module Six: Review Questions

8. When a team is successful, it funnels the _____ of team members for the overall good of the organization.

A. Feelings

B. Goals

C. Energy

D. Management

Module Six: Review Questions

9. Part of making the workplace more fun could include:

A. Decorating your work area

B. Looking at your computer

C. Copying papers

D. Running reports

Module Six: Review Questions

10. Communication is the key to success in _____ relationship.

A. Work

B. Personal

C. A and B

D. None of the above

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Of all of our inventions for mass communication, pictures still speak the most universally understood language.

Walt Disney

MODULE SEVEN

The Best Things in Life Are Free!

Tough economic times don't mean that you can't recognize your employees. There are so many ways that you can reward employees without writing a check.

A hand holding a glowing lightbulb in a meeting setting. The background is blurred, showing people in a meeting.

Put a Spotlight on Employees in Staff Meetings

Discuss what was positive

Celebrates accomplishments

Recognize a group or department

Write It Down

- A handwritten thank you note
- A note to their family
- A letter of appreciation





Display Your Appreciation

- Employee of the month
- Wall of fame
- Display personal awards

Make Work More Comfortable

- Allow them to have flexible hours
- Allow them to choose one day a week to work from home
- Have a potluck lunch



Practical Illustration



- Put a Spotlight on Employees in Staff Meetings
- Write It Down
- Display Your Appreciation
- Make Work More Comfortable

Module Seven: Review Questions

1. According to the U.S. Postal Service's annual survey, the average home only received a personal letter _____.

A. Once every two weeks

B. Once every seven weeks

C. Once every ten weeks

D. Once every five weeks

Module Seven: Review Questions

2. What is the top non-monetary compensation named by employees?

A. Frequent recognition of faults

B. Infrequent recognition of accomplishments

C. Frequent recognition of accomplishments

D. Infrequent recognition of faults

Module Seven: Review Questions

3. Which is a tactic that can be used to boost your employee morale during a team meeting?

A. Single out an individual, discuss what they did that was positive and how it affected the company

B. Prepare a short video montage that celebrates the employee's accomplishments

C. Recognize a group or department as a whole, discuss their achievements

D. All of the above

Module Seven: Review Questions

4. A recent study indicated the average corporate email account sent or received more than _____ emails per day.

A. 10

B. 1000

C. 1

D. 100

Module Seven: Review Questions

5. Handwritten notes mean more because:

A. They cost less

B. They take no time and effort

C. They provide a sense of
nostalgia

D. None of the above

Module Seven: Review Questions

6. Which of the following is an example of a handwritten note?

A. An email

B. A text message

C. A post on Facebook

D. None of the above

Module Seven: Review Questions

7. Which of the following is a true statement?

A. Employees want to display their awards

B. Employees want to keep their awards hidden

C. Employees want to perform poorly at their job

D. None of the above

Module Seven: Review Questions

8. What are the benefits to the company allowing employee recognition awards to be displayed?

A. Seeing the award on a daily basis reinforces in the employee's mind the kind of performance that is highly valued by the organization

B. Having awards displayed is to increase productivity and quality of work on the part of other team members. Employees will want to earn similar employee recognition awards and will strive to produce the kind of work that earned the award for that employee

C. All of the above

D. None of the above

Module Seven: Review Questions

9. Which of the following does not aid in making the workplace more comfortable?

A. Causal Friday

B. Reserved Parking Spot

C. Vacation Day

D. Public criticism of an employee's performance

Module Seven: Review Questions

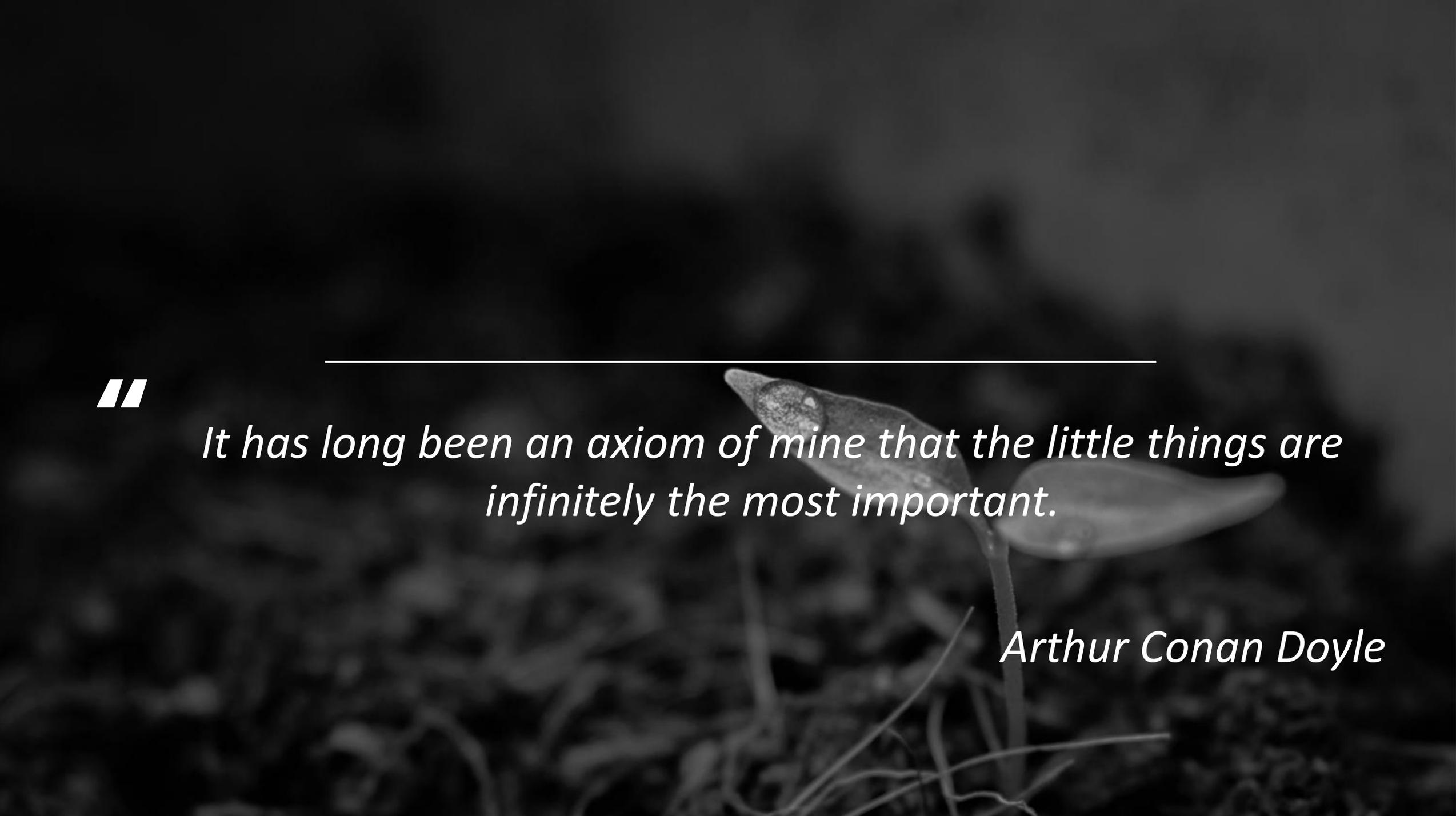
10. A _____ is key to getting the most out of employees.

A. Pleasant working environment

B. Severe punishment system

C. Critical environment

D. None of the above



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It has long been an axiom of mine that the little things are infinitely the most important.

Arthur Conan Doyle

MODULE EIGHT

A Small Gesture Goes a Long Way

Enthusiasm is infectious, and employees who are engaged spread their enthusiasm to fellow employees and customers.



Have a Party!

- Have management cook and serve food
- Provide a lunch
- Throw a pizza lunch party
- "Thank you. You are a _____!"

Make a Game of It

- Create a poster
- Have a raffle
- Wheel of recognition





Reward With Small Gift

Offer movie tickets for the family

Give a gas card

Have a birthday cake

Give Them a Break

- Longer lunch break
- Keep food or drinks in the break room
- PTO
- Let them leave early one day



Practical Illustration



- Have a Party!
- Make a Game of It
- Reward With Small Gift
- Give Them a Break

Module Eight: Review Questions

1. What is the heart of any business?

A. Profit

B. Productivity

C. Business plans

D. Employees

Module Eight: Review Questions

2. Employees who feel they have a _____ with their supervisors are more likely to be engaged.

A. Passive personal relationship

B. Positive personal relationship

C. Passive impersonal relationship

D. None of the above

Module Eight: Review Questions

3. What Percentage of employees in a typical company are actively engaged in their job?

A. 17%

B. 9%

C. 29%

D. 79%

Module Eight: Review Questions

4. _____ provide opportunities for employees to connect with their peers and their supervisors.

A. Staff appreciation get-togethers

B. Cubicles

C. Staff appreciation cards

D. None of the above

Module Eight: Review Questions

5. What will having an employee recognition with a game benefit?

A. It will help alleviate frustration in the office, and help keep your employees engaged

B. It will help mental clarity, and keep employees focused on their singular task

C. It will help alleviate nothing in the office, and will not help keep your employees engaged

D. None of the above

Module Eight: Review Questions

6. _____ is always needed when you are interacting with a colleague, manager, or customer.

A. Positive workplace

B. Effective communication

C. Posture

D. Smiling

Module Eight: Review Questions

7. What is one of the top reasons of employee engagement and recognition programs?

A. Prizes

B. Feeling appreciated

C. Criticism

D. All of the above

Module Eight: Review Questions

8. Which of the following is a small reward that can be used in employee recognition program?

A. Give a puzzle as an award to a problem solver

B. Give them a small gift card from their favorite store

C. Give them a pair of movie tickets

D. All of the above

Module Eight: Review Questions

9. On average, Americans spend how many hours at work?

A. Over 2000

B. Under 2000

C. Over 5000

D. Under 1000

Module Eight: Review Questions

10. The only thing that should be infectious in the workplace is _____.

A. Colds

B. Enthusiasm

C. Flu

D. Moods



“

People are definitely a company's greatest asset. It doesn't make any difference whether the product is cars or cosmetics. A company is only as good as the people it keeps.

Mary Kay Ash

MODULE NINE

Pulling Out the Red Carpet

Having a reward that people really want to work for can benefit your company more than the cost of the reward.



Have an Awards Ceremony

Send invitations

Choose a theme

Choose the awards

Notify presenters personally

Notify award winners personally

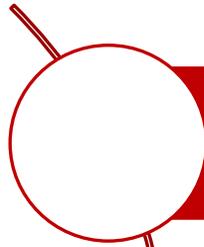
Win Large Items

- Offer a massage therapist
- Have a family portrait session
- Have a mobile car wash

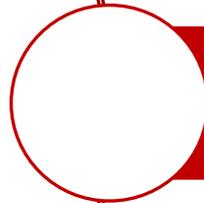




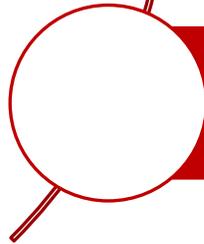
Vacation



Award a short vacation



Award a camping trip



Award a trip to a major city

Career Advancement

Giving employees a chance to advance is the best way to keep them at the company.



Practical Illustration



- Have an Awards Ceremony
- Win Large Items
- Vacation
- Career Advancement

Module Nine: Review Questions

1. What did MGM use to document their recognition program?

A. Individual productivity

B. Employee satisfaction surveys

C. Employee turnover statistics

D. All of the above

Module Nine: Review Questions

2. Why should you send awards ceremony invitations in the mail?

A. To help the paper industry

B. Because email is too slow

C. This makes the event feel more important and special

D. It does not matter

Module Nine: Review Questions

3. Why do breaks exist?

A. To give us the opportunity to educate ourselves

B. To give us the opportunity to criticize ourselves

C. To give us the opportunity to replenish ourselves

D. None of the above

Module Nine: Review Questions

4. The world's most successful organizations have learned that they must make a recognition event_____.

A. Small

B. Memorable

C. Puzzling

D. All of the above

Module Nine: Review Questions

5. Which of the following is true about employee incentives?

A. Larger ticket items can be offered to a group as a whole or individuals

B. Items should not be offered for incentive, only cash should be awarded

C. Larger ticket items should be given to everyone in the whole company to make it fair

D. All of the above

Module Nine: Review Questions

6. A recent study showed that failing to take vacations could increase your risk of heart disease by _____.

A. Up to 90 percent

B. Up to 20 percent

C. Up to 60 percent

D. Up to 30 percent

Module Nine: Review Questions

7. What percentage of employees feel stress at their job?

A. 80%

B. 90%

C. 100%

D. 50%

Module Nine: Review Questions

8. Not all employees require or desire recognition.

A. True

B. False

Module Nine: Review Questions

9. What is the purpose of an employee recognition program?

A. To sift out the best employees

B. To recognize excellent employees

C. To retain excellent employees

D. B and C

Module Nine: Review Questions

10. Which of the following is not caused by work stress?

A. Loss of hearing

B. Insomnia

C. Anxiety

D. High blood pressure



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Every accomplishment starts with the decision to try.

John F Kennedy

The Don'ts of Employee Recognition

Most employers are aware of the benefits of employee recognition programs. These programs can aid in increased productivity, a happier staff, a loyal staff, lower job abandonment, and decreased absenteeism.



Don't Forget About the Art of The High Five!

Say thank you for a job well done

Give high fives

Post-it *Thank you* notes

Greet employees by name

Don't Let It Become Boring

Priorities can change quickly when people are busy. An employee recognition program can easily go by the wayside.





Popularity Contest or Recognition Program?

Popularity should have nothing to do with employee recognition.

Make Sure the Prize is Motivational

Think back to when you were a kid going to an arcade that gives you tickets to choose your prizes.



Practical Illustration



- Don't Forget About the Art of The High Five!
- Don't Let It Become Boring
- Popularity Contest or Recognition Program?
- Make Sure the Prize is Motivational

Module Ten: Review Questions

1. An employee recognition program can aid in:

A. Decrease absenteeism

B. Lower job abandonment

C. Increased productivity

D. All of the above

Module Ten: Review Questions

2. What can cause an employee recognition program to go "onto the back burner"?

A. Awards ceremonies

B. Poor design

C. Frequent changes of priorities

D. Nothing

Module Ten: Review Questions

3. The communication for a successful employee recognition program must be just as _____, if not more so, than the program itself.

A. Dramatic

B. Compelling

C. Funny

D. None of the above

Module Ten: Review Questions

4. What are some of the major "don'ts" for an employee recognition program?

A. Don't let it become stale

B. Don't let it become a popularity contest

C. Make sure the prize is motivational

D. All of the above

Module Ten: Review Questions

5. Many companies start employee recognition programs with _____.

A. Creativity

B. The best of intentions

C. Routine

D. Hiring decisions

Module Ten: Review Questions

6. Your committee should have people from?

A. Different companies

B. Upper management only

C. Different levels within the
company

D. None of the above

Module Ten: Review Questions

7. What is the definition of motivation?

A. The reason, or reasons, one has for acting or behaving in a particular way

B. The memory of how a person acts or acted

C. The ability to work quietly

D. None of the above

Module Ten: Review Questions

8. The danger in employee recognition programs is that employees can perceive these programs as _____.

A. Anxious

B. Boring

C. Competitive

D. Favoritism

Module Ten: Review Questions

9. The best way to ensure that your program motivates all employees equally is _____.

A. To give your employees choice

B. To implement company policy changes

C. Hiring decisions

D. None of the above

Module Ten: Review Questions

10. How can you informally recognize an employee?

A. By saying Thank You

B. Give them a High-Five

C. Write a Post-it Thank You note

D. All of the above

//

A genuine leader is not a searcher for consensus but a molder of consensus.

Dr. Martin Luther King, Jr.



MODULE ELEVEN

Maintaining Employee Recognition Programs

Decades of studies have proven that people function better in environments that are based on rewarding employees rather than chastising them.



Change the Membership

- Include former award recipients
- Include all staff levels
- Be transparent

Include In New Employee Orientation

Training new employees on recognition also means training them on how to give effective peer to peer recognition.





Keep Marketing!

Web

Email

Paper mail

Newsletter

Annual Awards Ceremonies

Annual awards ceremonies should be a main event in the year.



Practical Illustration



- Change the Membership
- Include In New Employee Orientation
- Keep Marketing!
- Annual Awards Ceremonies

Module Eleven: Review Questions

1. What is one of the greatest challenges any recognition program faces?

A. Maintaining momentum after the new wears off

B. Quality

C. Interest

D. Maintaining the financial support from the company

Module Eleven: Review Questions

2. People perform better in environments that are based on:

A. Editing

B. Rewards rather than
punishment

C. Research rather than not

D. Word association

Module Eleven: Review Questions

3. Changing the committee members helps keep the program _____.

A. Oppressive

B. Boring

C. Fresh

D. None of the above

Module Eleven: Review Questions

4. How should you change the membership of the committee?

A. Include former award recipients

B. Include all staff levels and representation from all areas of the organization

C. Be transparent about your selection process

D. All of the above

Module Eleven: Review Questions

5. _____ of respondents in a recent employee survey indicated they are recognized monthly or more often.

A. Less than 5%

B. More than 20%

C. More than 50%

D. Less than 20%

Module Eleven: Review Questions

6. Training new employees on recognition, also means training them on how to give _____.

A. Critical reviews

B. Effective peer to peer recognition

C. Advice

D. None of the above

Module Eleven: Review Questions

7. What did 58% of employees indicate in a recent survey?

A. That they didn't know their employee recognition program existed

B. That they surf Facebook at work

C. That they get advice from their managers

D. None of the above

Module Eleven: Review Questions

8. What is a good way to send reminders to staff about your program?

A. Web

B. Email

C. Newsletter

D. All of the above

Module Eleven: Review Questions

9. What percentage of employees say they are not recognized annually?

A. 70%

B. 40%

C. 90%

D. 60%

Module Eleven: Review Questions

10. One of the greatest challenges any recognition program faces is maintaining momentum after the _____.

A. The new employees are hired

B. The program has been ignored for a while

C. The new wears off

D. All of the above

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Employee Recognition is just beginning.



Words From the Wise

I am convinced that nothing we do is more important than hiring and developing people. At the end of the day you bet on people, not on strategies.

- Lawrence Bossidy

When people aren't having fun, when they're not recognized for outstanding performance, when no one says 'thanks,' they do become disengaged and feel unimportant.

- Richard Kovacevich

The payoff of recognition is simple—engagement.

- Gilbert Chavez