

ACKNOWLEDGING AND RECOGNISING OTHERS.



We often think of recognition as what leaders can do for employees, but increasingly the power of recognition can be attained in any relationship, including colleague to colleague, colleague to manager and colleague to customer.

Appreciation is a fundamental human need. Employees respond to appreciation expressed through recognition of their good work, because it confirms their work is valued. When employees and their work are valued, their satisfaction and productivity rises, and they are motivated to maintain or improve their good work.

What is employee recognition?

Employee recognition is the acknowledgement of an individual or team's behaviour, effort and accomplishments that support the organisation's goals and values.

As leaders, providing regular recognition can:

- Motivate people
- Help to increase performance
- Make it easier to get work done
- Improve morale
- Enhance loyalty
- Help build a productive team
- Help the business achieve its goals
- Help you to achieve your goals

“ In an environment where there is a shared vision of excellence, where people can be the best that they can be on a daily basis, where they know what is expected of them and believe they can make a difference because they will be heard, they will make a difference. They will go beyond our expectations and great things will start to happen.








3 Simple Guidelines

1. Catch people doing things right – to be effective, the recognition needs to be given as soon as possible after the desired behaviour or achievement.
2. Match the reward to the person – start with the individual's personal preferences and recognise the person in ways that he/she will truly find rewarding. To take the guesswork out of effective recognition, ask your team what they value most.
3. Match the reward to the achievement – the 'value' of the recognition should take into account the significance of the achievement. Obviously, someone who has identified a huge cost improvement should be recognised differently to someone who has done the team a favour.

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Hints & Tips

-  Thank an individual in a team meeting
-  Go to their work area and thank them personally in front of others – don't discuss anything else
-  Consider who should deliver the recognition to deliver the most impact, such as an internal customer or manager, e.g. ask your boss to contact them and thank them
-  Send a thank you note or email
-  Encourage the team to act on birthdays and anniversaries
-  Invite the team to nominate people for employee of the month/other schemes
-  Publicise achievements in newsletters or other company publications.

Links & References

1. Nelson, B. (1994) *1001 Ways to Reward Employees*. New York. Workman Publishing Company, Inc.