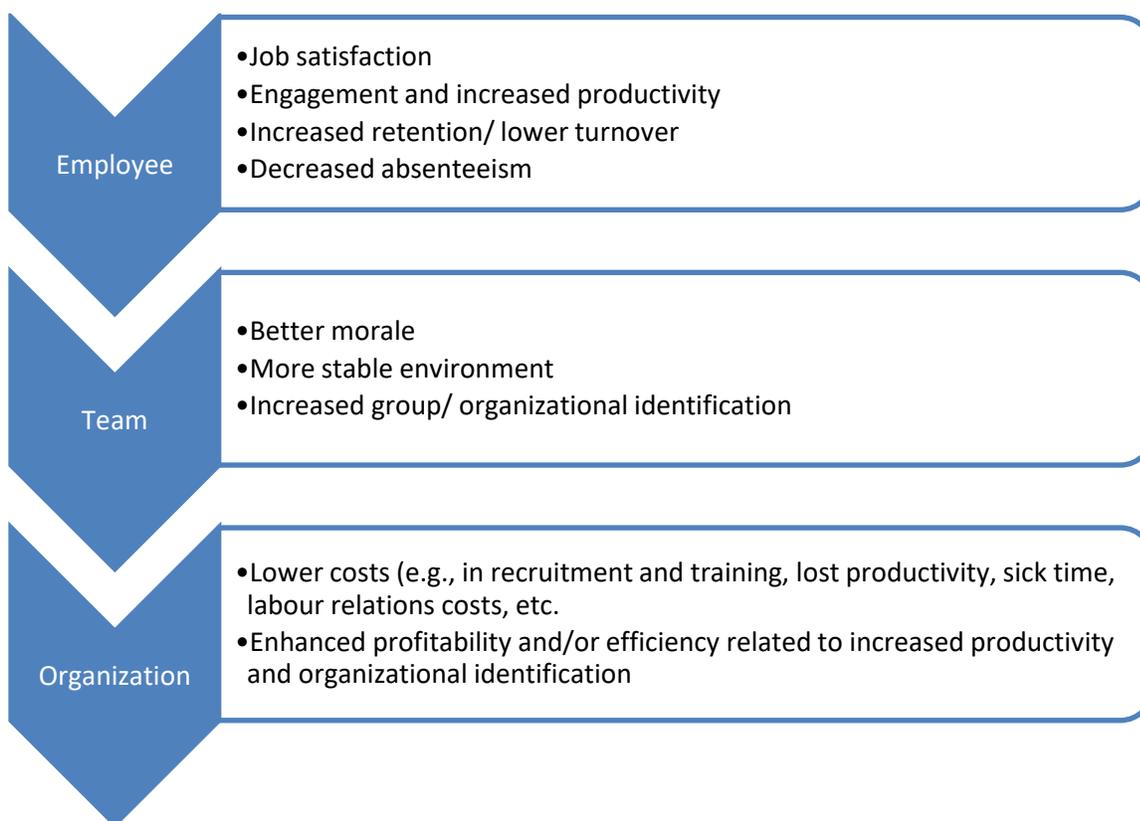


Staff Recognition

Being in a position of authority as manager, your employees look to you for direction. A necessary part of this direction is affirmation. Recognition in the form of a “thank you” or “good job” is one of the cheapest and most limitless tools available to managers to enhance positive behaviour.

Managers are charged with the responsibility of leading employees in the pursuit of the organization’s objectives. Leading employees in this pursuit requires managers use motivational techniques such as providing recognition.

Though some may think that spending time giving recognition and affirmation is just a feel-good exercise, it has been theorized that recognition from others satisfies a basic human need and can help us to reach our full potential (to read more about Maslow’s Hierarchy of Needs, click [here](#) or [here](#)). Furthermore, it is believed that recognition provides numerous benefits to individual employees, to teams, and to the organization as a whole (click [here](#), [here](#), or [here](#) to learn more):



It is crucial to acknowledge that what is rewarding to one person might not be for the next. Differences in culture, experience, personality, values, and goals can all affect the type of recognition that individuals find valuable. Get to know the people you work with and discover what works best for them.

What’s the best way to find out what people want? Just ask them! Have a conversation or send out an informal survey about what people find valuable (e.g., peer recognition, individualized/specific feedback, fun events, etc.), what’s currently working, and what they’d like to see more of.

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Below are some suggestions for recognizing staff:

Provide more opportunities for discussion and sharing ideas	Create a working team after gathering data	Provide tailored recognition plans
Recognizing different kinds of success	Sharing feedback from peers, the people we support, families	Provide more specific/direct feedback about work
Town Hall interviews	Long Service Awards	360-degree recognition
Share recognition and successes across departments	Shout-outs on the intranet	Promote from within

The WRHA goes even further to provide specific suggestions based on what employees tend to value:

Value	Possible Indicators	Possible Recognition
Affiliation	Values association and recognition with others or the organization. Relationships are important.	Logo or group merchandise. Recognition in-group settings. Parties or time with co-workers
Achievement	Drive to accomplish goals, to get ahead, to pursue excellence.	Recognition for individual achievements or exceptional group accomplishments. Symbolic rewards (trophies, etc.), appreciation or recognition from admired role models/mentors.
Security	Desires stability or lack of uncertainty. May want to be with an organization for a long time.	Frequent rewards/small tokens to reassure employee that work is still valued. Food or gift certificates.
Career growth	Personal and professional career development and growth is important, may value advancement.	Recognition of progress towards learning and career goals. Attendance at a course or workshop. Time off for education. Work with a mentor or new

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		duties. Networking opportunities, subscriptions. Promotion, etc.
Excitement	Appreciates novelty and new experiences. Welcomes workplace challenges.	Something that is fun or novel. Humorous awards and events. Celebrations. Tickets.
Expression	Desire to express self through work, to do things in unique ways.	Something that employee can determine themselves. Gift certificates, etc.
Status	Motivated to increase standing through accomplishment	Anything related to increasing status of individual. Certificates/trophies.
Purpose	Desire for work that matters. Need for meaning and direction	Ability to create something that is meaningful may appreciate being involved in developing recognition initiatives.
Competition	Loves to compete or to be the best especially in relationship to others.	Recognition for working hard or doing their best. Contests and other competitive events.
Recognition	Values feedback and support from the group or boss. Looks for recognition for work done.	All recognition is important. Lots of verbal praise and encouragement. Both tangible and intangible recognition may be important.
Helpfulness	Values being of assistance, wants to be needed, satisfaction through helping others.	Perhaps some time for volunteer work or recognition that is of assistance to others. Make sure to recognize employee's helpfulness.
Autonomy	Likes to work independently on projects or tasks. Wants choice and control over work.	Give choice in recognition or self-determined recognition. A gift certificate may be better than a specific item.
Rewards	Motivation to earn significant rewards or wealth from one's work. Usually more tangible than recognition value.	Most forms of recognition may be suitable for someone with this value.
Responsibility/ Accountability	Desires to play a leadership role in the workplace or community.	Additional responsibilities may be a form of recognition. Appreciate employee's accountability for performance.
Personal Needs	Personal or outside-of-work priorities take precedence.	Time off or flexible shifts. Appropriate recognition of family and community involvement. May want to involve family in recognition efforts.