

Appreciation Works!

Judy Micale & Associates, Inc.



Getting Started

To a business, an employee recognition program is not a luxury, it is a necessity. With a well-built employee recognition program, companies can improve job retention, employee engagement, team work, reinforcing company values, and more.

Make it a habit to tell people thank you. To express your appreciation, sincerely and without the expectation of anything in return. Truly appreciate those around you, and you'll soon find many others around you. Truly appreciate life, and you'll find that you have more of it.

Ralph Marston



Workshop Objectives

Train
leadership

Construct a
culture of
recognition

Maintain an
effective
Employee
Recognition
Program

The Many Types of Incentive

Being able to assess what program or programs are needed is essential to a company's success. Employee recognition programs, can keep employees motivated, safe, happy, and invested in your business.

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*



Safety Incentives

Maintain
safety goals

Employer
responsibility

Save \$4 for
every \$1
spent

Years of Service

Work
anniversary

Simple way to express
appreciation

Time and
effort matter

Productivity

Happy employees, Happy company

Encourage employees

Tailored for each department

Attendance & Wellness Incentives

Absenteeism is expensive



Help maintain a healthy lifestyle



Insurance-premium discounts



Case Study

Jennifer has been at the same job for five years

Jennifer's boss sees her as a good employee

Lately, Jennifer has lost the drive and excitement

She has been considering applying for work at a competitor's company

Designing Employee Recognition Programs

Developing an employee recognition program can be a huge boost for employee engagement and satisfaction. Some studies have shown that recognition is listed highest in employee satisfaction. Employee recognition programs can promote the core values and beliefs of a company while building a more engaged employee base.

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



Purpose



What employee behaviors will the program reward?

Policies and practices to highlight?

What end results are you looking for?

Employee Involvement

Senior employees

Lower and upper management

Committee of employees

Budget



Create budget after goals selected

Attainable rewards

Remember that saying,
“Thank you!” is free.

Keep it Simple

Provide
examples

Provide the
tools

Training
and
information

Case Study

Johnathan is an owner of a small bakery

He has made a few changes in the bakery

He realized his staff felt underappreciated

He and a few employees formed a committee and made a list of goals

How To Get The Buzz Out

Making the work environment more enjoyable is a big deal! You wouldn't launch a new product line without advertising would you? Don't be afraid to get out there and tell everyone the good news!

*Next to
excellence is the
appreciation of
it.*

*William
Makepeace
Thackeray*



Be Creative With Designs

Creative
logo

Engaging
theme

Specific
colors

Paper the Walls

High traffic areas

Employee newsletter

Grab attention

Use Social Media

Over 1 billion users



Used hours each day



Communication tool



Go Mobile!

High % of people own one

Great communication tool

Cost effective

Case Study

Herman, a blind homeless man, was sitting on a bus bench

A woman walked over to the man and introduced herself

She asked Herman if he minded her changing his sign

"It's a gorgeous day. You can see it. I cannot."

It Starts From The Top!

Feeling appreciated is an important part of the workplace dynamic. Instead of just saying thank you to an employee who has been with the company for 10 years, take the time to give them some sort of certificate, or thoughtful gift. Providing well thought recognition will result in better morale and productivity.

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

Voltaire



Identifying Desirable Behaviors

Measurable

Specific event

What an
employee
does

Understanding the Goals of the Company

Identify behavior



Performance based
recognition



Understand company
policies



Setting Guidelines

Reasonable reward for efforts

Inspiration to sustain and improve

Clear description of valued behaviors

Providing Recognition Templates

Increases the practice of rewards

On the spot recognition

Online tools are great

Case Study

Samuel has worked at his company for 10 years

He has recently been promoted to a management position

He asks if there is any training on employee recognition

Soon after, he and his boss have an informal training session

Creating a Culture of Recognition

According to Dr. Bob Nelson, 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 and mission of the organization.

If not shown appreciation, it gets to you.

Kareem Abdul-Jabbar



Keep Your Staff "In the Know"

Have meetings!

Email updates about company projects


Create a company newsletter

Empower Employees with Peer to Peer Recognition

Provide recognition and rewards for participation



Set up a nomination system



Employees' professional development



Team Building: Encourage Camaraderie



Disagreements can be a big issue

Communication is the key

Participating in activities

Motivate by Promoting Fun



Be appropriate for the workplace

Involve as many employees as possible

Be sensitive to how people might react

Case Study

To Darren, an employee-of-the-month program seemed like a good idea

Imagine his surprise to find out his program wasn't helping morale

He realized a less rigid, more personal approach was in order

Darren made an effort to thank employees with handwritten notes

The Best Things In Life Are Free!

There are so many ways that you can reward employees without writing a check. A survey found that “frequent of accomplishments” was the top non-monetary compensation named by employees with “regular communication” coming in at No. 2.

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

Walt Disney



Put a Spotlight on Employees in Staff Meetings

Communication is
a cornerstone

Recognize a group
or department as
a whole

Write it Down

A handwritten thank you note

Provide them with a formal letter

Frame them for the employee

Display Your Appreciation

Employee
of the
month
photo

Wall of
fame

Individually
display
awards

Make Work More Comfortable

Casual
day

Parking
spot

Vacation
day

Flexible
hours

Case Study

Ella has helped thousands of customers and truly enjoys her job

Recently the management team in her company has changed

The company has started having employee social gatherings

All of the rewards that the company has implemented cost nothing, but have impacted greatly

A Small Gesture Goes A Long Way

Happy employees are the biggest gain to any business' bottom line. Keeping your employees engaged in their job does not have to break the bank. We will explore how to recognize your employees while staying in a budget.

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

Arthur Conan Doyle



Have a Party!

Bring
doughnuts

Provide a
lunch on a
busy day

Invite their
spouse in for
a lunch,

Make a Game of It

Create a poster for each staff member



Have a raffle



“Wheel of Recognition”



Reward with Small Gift



Gift card for their favorite store



Movie tickets for the family



Have a birthday cake for their birthday

Give Them a Break

Longer lunch break

PTO (paid time off)

Keep food or drinks in the break room

Case Study

James is struggling to engage his employees

He went to his supervisor to discuss getting funding for an employee recognition program

His supervisor approved the program but said the company could only spend \$30 a month

His employees look forward to the monthly celebration and morale is higher

Pulling Out The Red Carpets

Giving recognition to all of your employees is critical. When striving for excellence, sometimes you have to spend money. Having a reward that people really want to work for can benefit your company more than the cost of the reward.

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



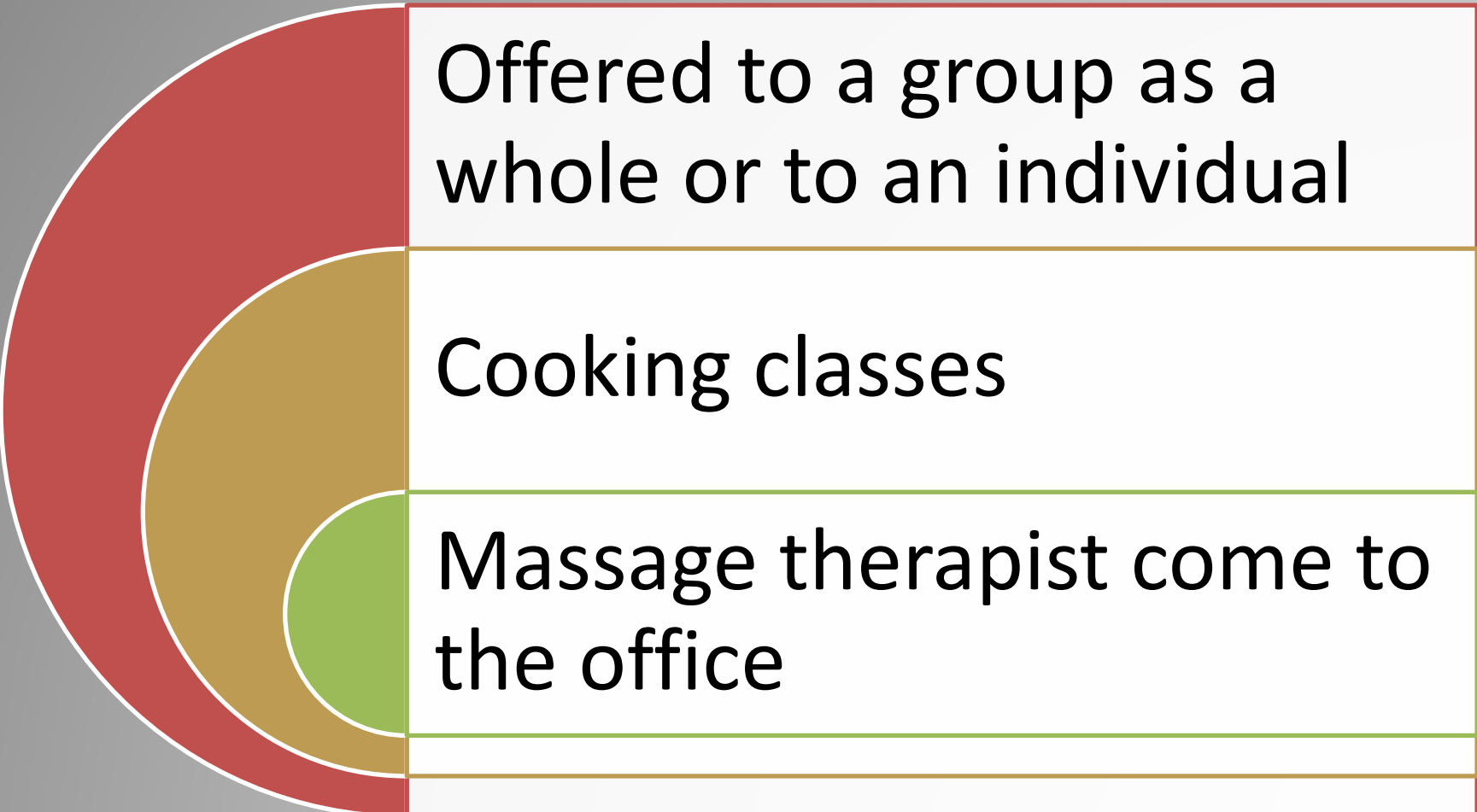
Have an Awards Ceremony

Send invitations in the mail

Choose a theme

Notify presenters and winners personally

Win Large Items



Offered to a group as a whole or to an individual

Cooking classes

Massage therapist come to the office

Vacation

Everyone needs a vacation once in a while



Vacations help alleviate excess stress



A rested mind is an efficient mind



Career Advancement

Increases happiness and
engagement

Big motivator

Training and education
opportunities

Case Study

Texas Apple Orchards and Sweet Apple Cider, wanted to combine their companies

They created a task force with members from each company

The task force was assigned with informing the employees of the policy changes

The two companies' employees understood their new roles

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 decrease absenteeism.

Make it a habit to tell people thank you. To express your appreciation, sincerely and without the expectation of anything in return. Truly appreciate those around you, and you'll soon find many others around you. Truly appreciate life, and you'll find that you have more of it.

Ralph Marston



Don't Forget About The Art Of The High Five!

Greet employees by name

A light green downward-pointing arrow connects the first box to the second.

Post-it Thank you notes

A light teal downward-pointing arrow connects the second box to the third.

Having an attitude of gratitude is infectious

Don't Let It Become Boring

An employee recognition program can easily go by the wayside

Keep the program in the minds of everyone

Popularity Contest or Recognition Program?

Recognize stellar employees

Be clear about the eligibility and judging parameters

Ineffective efforts can cause long-lasting negativity

Make Sure the Prize is Motivational

Give your employees choice

Is the reward motivational?

Small or big prize

Case Study

Peter works at a local fast food restaurant

He is not particularly engaged in his job

They start an employee of the month program with movie tickets as an award

Peter is very interested in the movie tickets

Maintaining Employee Recognition Programs

Creating and maintaining an employee recognition program is not always a simple task. With the help of a few basic guidelines, maintaining an effective recognition program can be simple.

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

Dr. Martin Luther King, Jr.



Change the Membership

Include former
award recipients

Include all staff
levels

Be transparent
about your
selection process

Include In New Employee Orientation



Don't assume new employees know



Train new employees on recognition



Provide good examples

Keep Marketing!



Keep the buzz going

Utilize employee
resources

Newsletter and email

Annual Awards Ceremonies

Nearly 70% of employees say they are not recognized annually

Annual awards should be a main event in the year

Case Study

To improve recognition efforts, Mike's Company created a new program

It involved the company's top leaders in the recognition strategy

It established goals that would be measured

They have a large variety of meaningful rewards that the employees work hard to receive

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your skills is just beginning.

Please take a moment to review and update your action plan. This will be a key tool to guide your progress in the days, weeks, months, and years to come.

We wish you the best of luck on the rest of your travels!

Everyone wants to be appreciated, so if you appreciate someone, don't keep it a secret.

Mary Kay Ash



Words from the Wise

**Lawrence
Bossidy**

- 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.

**Gilbert
Chavez**

- The payoff of recognition is simple—engagement.