This webinar is designed for informational purposes only, and does not constitute legal advice. Any action or inaction by the viewer based on the information provided is done without guarantee of its accuracy or suitability for a particular purpose.
Welcome and Introductions
Notes of Appreciation
Employee Handbooks: Overview
Responsibilities of Human Resources Departments
General Summary
Discussion
I would like to express my appreciation to my colleagues at Excelsior College:

- Dean LiFang Shih
- Associate Dean Scott Dolan
- Cheryl McPhillips, Assistant Director of Academic Operations
- Instructional Faculty in Human Resources and Leadership
- Student Chapter President, Paul Balmforth
- Student Chapter Vice President, Kerry McCormick
- Co-Facilitators: Janice Spangenburg, Steven Alderman, Karen Halaco and Anita Burns
WHY RECOGNITION IS IMPORTANT

REINFORCES MISSION OF THE ORGANIZATION

REWARDS OUTCOMES EMPLOYEES CREATE FOR ORGANIZATIONS
WHAT IS EMPLOYEE RECOGNITION?

A CHANNEL OF COMMUNICATION WITH EMPLOYEES

A TOOL TO SUSTAIN HIGH PERFORMANCE LEVELS
HOW CAN WE ASSIST EMPLOYEES BECOMING ENGAGED?

CRIM, ET AL (2006):
10 Cs OF EMPLOYEE ENGAGEMENT:

CONNECT
CAER
CLARITY
CONVEY
CONGRATULATE
CONTRIBUTE
CONTROL
COLLABORATE
CREDIBILITY
CONFIDENCE
CONGRATULATE

LEADERS MUST GIVE RECOGNITION TO EMPLOYEES FOR GOOD WORK
EMPLOYEE RECOGNITION

ACKNOWLEDGING EMPLOYEES’ OR TEAMS’ HARD WORK AND ACCOMPLISHMENTS WITHIN ORGANIZATIONS
BENEFITS OF EMPLOYEE RECOGNITION

DRIVES MEASURABLE BUSINESS RESULTS
RETAINS TOP PERFORMERS
INCREASES EMPLOYEE ENGAGEMENT WITH THE ORGANIZATION
ASSISTS WITH EMPLOYEE MANAGEMENT
ASSISTS WITH ALIGNING PERFORMANCE TO ORGANIZATION’S MISSION AND VALUES
FROM RESEARCH:

39% OF EMPLOYEES WHO DO NOT BELIEVE THEY HAVE RECEIVED SUFFICIENT RECOGNITION FOR THEIR WORK ARE SATISFIED WITH THEIR JOB.

A NEW LEADER CAN FOSTER A BOOST IN EMPLOYEE JOB SATISFACTION BY REWARDING EMPLOYEES WHO PREVIOUSLY NEVER RECEIVED RECOGNITION.
83% of respondents said recognition for contributions was more fulfilling for them than an reward
76% found praise from co-workers very or extremely motivating;
88% found praise from managers or leaders very or extremely motivating;
90% said a “fun work environment” was very or extremely motivating.
EMPLOYEE RECOGNITION

ENSURE ALL EMPLOYEES ARE ELIGIBLE FOR THE RECOGNITION/REWARD

IDENTIFY SPECIFIC BEHAVIORS THAT ARE BEING RECOGNIZED/REWARDED
IDENTIFY PROCESS, e.g.,
ANY EMPLOYEE RECEIVES THE REWARD/RECOGNITION OR EVERY EMPLOYEE WHO FULFILLS CRITERIA IS ELIGIBLE FOR A DRAWING
EMPLOYEE RECOGNITION

BE SURE TO OFFER REWARD/RECOGNITION IN CLOSE PROXIMITY TO EMPLOYEE’S PERFORMANCE

AVOID HAVING MANAGERS SELECT EMPLOYEES TO BE RECOGNIZED

SHARE RECOGNITION OF EMPLOYEES/TEAMS
HOW TO REWARD

CERTIFICATE OF ACCOMPLISHMENT
THANK YOU FROM CEO/PRESIDENT
GIFT (e.g., GIFT CARD)
COPY OF CERTIFICATE PLACED IN PERSONNEL FILE
FINDINGS FROM 2012 REPORT:

TOP 3 CHALLENGES
   TURNOVER
   ENGAGEMENT
   SUCCESSION PLANNING

VALUES BASED EMPLOYEE RECOGNITION CONTRIBUTES TO ORGANIZATION

EMPLOYEE APPRECIATION IS A TOP OBJECTIVE; MOST PROGRAMS DON’T ADDRESS INSPIRATION AND QUALITY

ORGANIZATIONS THAT INVEST IN EMPLOYEE RECOGNITION AND YEARS OF SERVICE PROGRAMS ARE SUCCESSFUL
VALUES-BASED RECOGNITION PROGRAMS

90% IMPACTED ENGAGEMENT POSITIVELY
68% POSITIVELY IMPACTED ENGAGEMENT
37% POSITIVELY IMPACTED SAFETY
36% POSITIVELY IMPACTED SUSTAINABILITY
29% POSITIVELY IMPACTED HEALTH AND WELLNESS GOALS
66% BUILD A STRONGER EMPLOYMENT BRAND
86% INCREASED EMPLOYEE HAPPINESS
THE PSYCHOLOGY OF EMPLOYEE RECOGNITION

Self-actualization
- morality, creativity, spontaneity, problem solving, lack of prejudice, acceptance of facts

Esteem
- self-esteem, confidence, achievement, respect of others, respect by others

Love/Belonging
- friendship, family, sexual intimacy

Safety
- security of body, of employment, of resources, of morality, of the family, of health, of property

Physiological
- breathing, food, water, sex, sleep, homeostasis, excretion
THE PSYCHOLOGY OF EMPLOYEE RECOGNITION

ABRAHAM MASLOW’S NEEDS HIERARCHY:

VALUABLE PSYCHOLOGICAL NEEDS:
- NEED TO BE APPRECIATED
- NEED TO “BELONG”

NEEDS CAN BE MET THROUGH RECOGNITION PROGRAMS

WHEN EMPLOYEES START THANKING EACH OTHER, ENGAGEMENT IMPROVES, TRUST IMPROVES, MORALE IMPROVES

RECOGNITION BY PEERS IMPORTANT; NOT TOP DOWN RECOGNITION
EMPLOYEE RECOGNITION PROGRAM

1. IDENTIFY THE TOTAL NUMBER OF EMPLOYEES.

2. IDENTIFY THE TOTAL AMOUNT OF MONEY YOU WANT TO ALLOCATE FOR RECOGNITION GIFTS.

3. IDENTIFY PER EMPLOYEE BUDGET FOR AWARD/CERTIFICATE.

4. IDENTIFY OBJECTIVES FOR RECOGNIZING EMPLOYEES.
EMPLOYEE RECOGNITION PROGRAM

5. SELECT AN ADMINISTRATOR OF THE PROGRAM.

6. INFORM EMPLOYEES OF THE PROGRAM.

7. SET PROGRAM DATES (MONTHLY, ANNUALLY).

8. SELECT AWARDS/CITATIONS.

9. PUBLICIZE PROGRAM: NEWSLETTER, WEBSITE, ANNUAL REPORT, STAFF MEETINGS; PHOTOS ON BULLETIN BOARDS.
EMPLOYEE RECOGNITION PROGRAM

10. EVALUATE THE PROGRAM (EMPLOYEE SATISFACTION SURVEYS, ENGAGEMENT SURVEYS).

10 Creative Ideas for Employee Recognition
FROM EC’S HR DEPARTMENT

For those of you listening from Excelsior College, for both supervisors and staff, if ever you need a resource, please contact Anita Burns or Mark Howe in Excelsior’s HR Department.
QUESTIONS?
THANK YOU

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Sample policies, procedures, training programs available.