

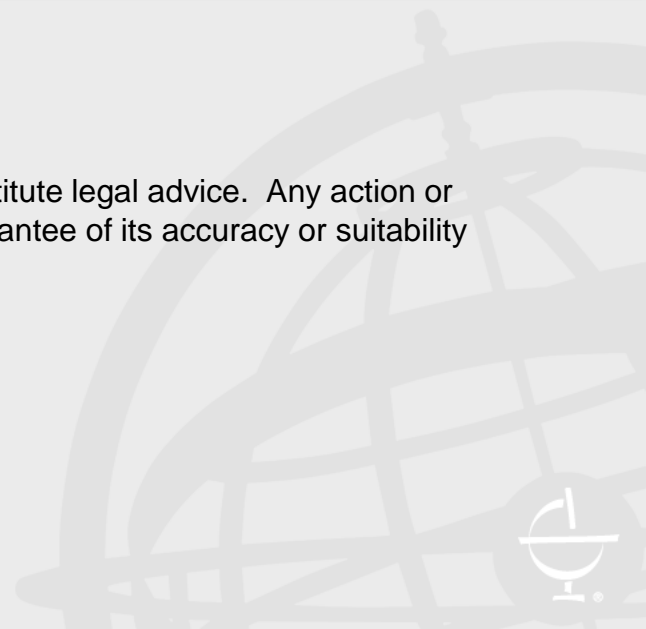
EMPLOYEE HANDBOOKS

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Excelsior College

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EMPLOYEE HANDBOOKS



WITH APPRECIATION

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

CAEER

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**



RECOGNITION

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.



MORE RESEARCH: Make Their Day and Badgeville

- **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**



EMPLOYEE RECOGNITION

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**



SHRM EMPLOYEE RECOGNITION REPORT

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



SHRM REPORT

VALUES-BASED RECOGNITION PROGRAMS

90% IMPACTED ENGAGEMENT POSITIVELY

68% POSITIVELY IMPACTED ENGAGEMENT

37% POSITIVELY IMPACTED SAFETY

36% POSITIVELY IMPACTED SUSTAINABILITY

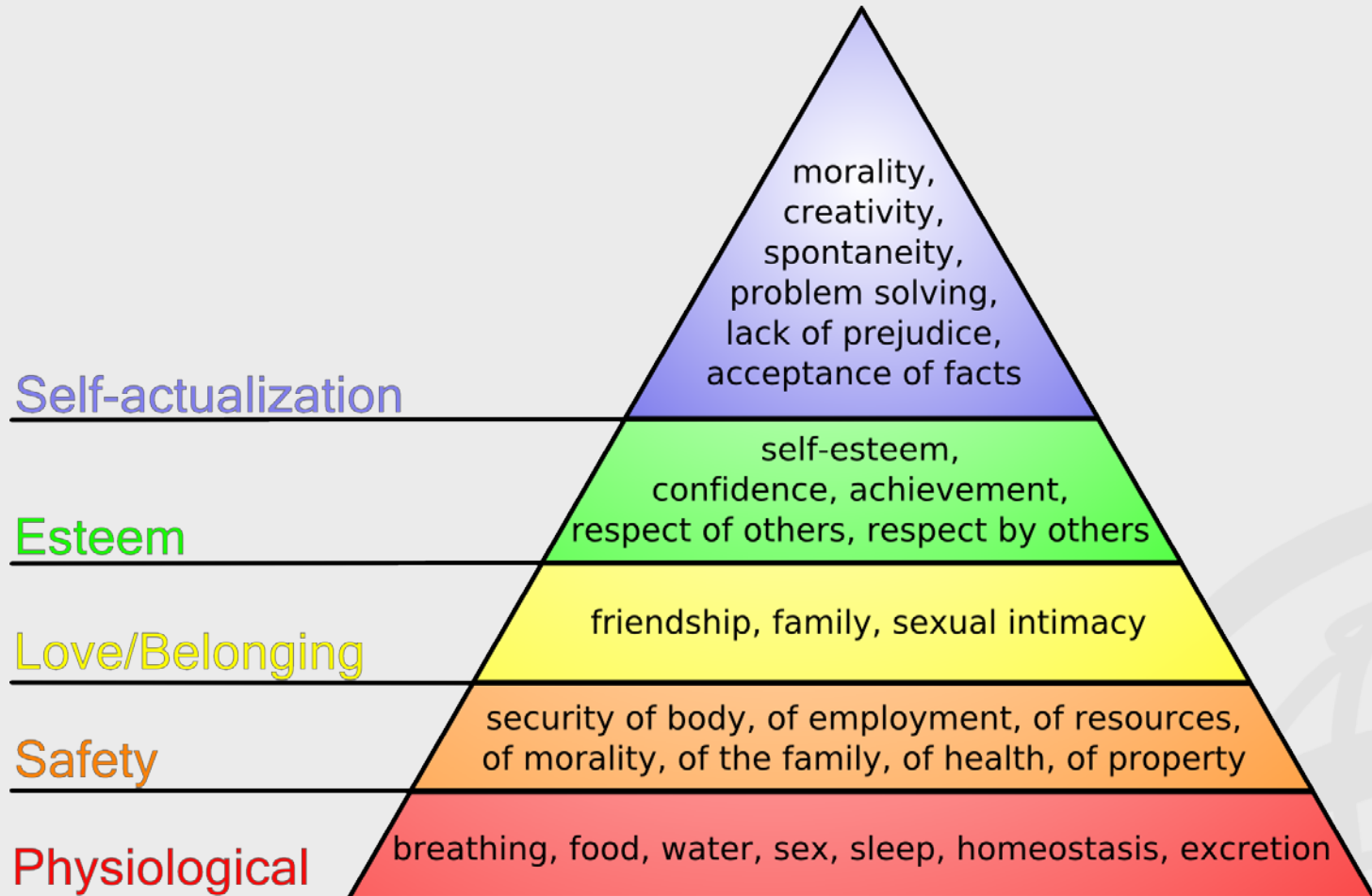
29% POSITIVELY IMPACTED HEALTH AND WELLNESS GOALS

66% BUILD A STRONGER EMPLOYMENT BRAND

86% INCREASED EMPLOYEE HAPPINESS



THE PSYCHOLOGY OF EMPLOYEE RECOGNITION



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.

