

Formal Recognition

When developing formal award programs and activities it is important that the award themes and award criteria are aligned with your department's values and business priorities.

Recognition can be used as a tool by departments to achieve desired outcomes or to reinforce a particular department value or business goal. For example, if one of your department's priorities is to improve perceptions around diversity in the workplace as identified in the employee surveys, then having an award designed around this theme would be appropriate. Developing an award that relates to diversity is one tool your department can use to highlight this particular area of interest, to communicate to employees about diversity and to recognize those that exemplify behaviours that are respectful of workplace diversity. Or, if your workplace has a 'customer first' policy, then by recognizing employees for excellent customer service through a formal award makes it very clear to other employees, the types of behaviours that managers consider most important.

Once the objectives of a formal award program have been identified, ensure that the award criteria is based on these objectives. Award criteria should clearly identify what behaviours or performance are required by employees to be eligible for an award and any evaluation of nominations or award submissions must be directly related back to the award criteria.

Also critical to the development of formal award programs and activities is good communication. To start, in order for recognition to be meaningful, there needs to be open communication between employees at all stages of program development and implementation. Remember to recognize award recipients in the workplace while clearly stating why they are receiving an award. This way other employees will understand the types of behaviours/performance that are being sought by senior leaders.

At a minimum, department's formal recognition programs will include the recognition of 5, 10, 15 and 20-year service milestones.

(see Step 5 of the Tool Kit for service milestone certificate templates)

**“That some achieve
great success, is proof
to all that others can
achieve it as well.”**

Abraham Lincoln, 16th US
President.