



Recognizing Good Performance

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Why should I recognize good performance?

After all they're just doing what they should...



Recognition

- Good work that gets noticed gets repeated
- Helps employees feel connected to the bigger picture (business plan)
- Gives employees a sense of appreciation and inspiration to do more
- Not all employees want to be recognized in the same way – tailor recognition to the employee for maximum impact



How do I recognize good work?



- Be specific
 - Example: I liked the way you handled that difficult client by remaining calm and letting her vent. Good job!
- Tell your employee the impact that their good work had
 - Example: When you filled out the paperwork so completely, you saved me an hour. Thank you.
- Give positive feedback as soon after the event as possible
- Give recognition whenever you see good work being done



Types of Recognition

- Praise – identify specific actions you found admirable/praiseworthy
- Say thank you for hard work and contribution
- Say please often – social niceties are appreciated by everyone
- Ask your employees about their interests
- Offer employees flexible schedules if possible
- Offer a small gift occasionally
- Take employees to lunch or order in occasionally



Types of Recognition - Continued



- Create seasonal fun – Halloween decoration contest, Secret Santa, etc.
- Bring in treats for employees – bagels, Timbits, cookies, etc.
- Provide opportunity
 - Training & cross-training
 - Participation in special committees
 - Attend professional association meetings
 - Represent organization at civic and charity events



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Additional sources: Susan Heathfield, About.com: Human Resources

