

# Rowan University

## Employee Engagement Toolkit

### Why Employee Recognition Matters

Recognition expert Bob Nelson gives the following guidelines for day-to-day recognition:

#### 'ASAP Cubed' Guidelines

- As Soon - Timing is important; don't delay praise
- As Sincere - Do it because you're truly appreciative
- As Specific - Give details of the achievement
- As Personal - Do it in person (or a handwritten note)
- As Positive - Don't mix in criticism
- As Proactive - Don't wait for perfect performance

**Strategic Consulting Expert Derek Irvine provides some thoughts on the impact of recognition to our work lives:**

“Recognition is fundamental to the needs of employees to deliver their very best effort at work. This isn’t because employees need the ‘gold star’ or constant affirmation, but because they need feedback on their efforts. Is the work they are doing and the effort they are expending delivering the needed result? Does what I do every day matter to the bigger picture?”

This gets at the heart of ‘meaningful work.’ Employees who perceive their work to be meaningful – to have greater importance than just the task at hand – are more engaged, giving additional discretionary effort to see the needed task accomplished. The fastest, easiest and most purposeful way to communicate ‘meaningfulness’ to employees is through specific, timely, personal recognition of the individual’s contributions and resulting impact.”

# Easy Ways To Recognize Your Employees Every Day

1. Written thank-you notes.
2. Hold employees accountable for their performance. If you recognize the good performers, but don't address weak performers, it negates any positive recognition.
3. Let individual departments set up their own recognition programs.
4. Put up a bulletin board in your department and post notes or emails of thanks.
5. Post a large calendar. Call it the celebration calendar and add notes of recognition onto specific dates to honor contributions made by team members.
6. Greet employees every morning, reinforcing the message "I'm glad you're here."
7. Honor them at the start of the next staff meeting (recognize someone at the start of every staff meeting).
8. Staff does something great/reaches a goal? Let them dress casual for a day.
9. Offer to swap a task with them for a day or week. Encourages a "getting to know you" team environment.
10. Allow employees to select their next assignments. If you can allow employees to choose their work, they will be more engaged and dedicated. (Everyone loves to have choices, right?)
11. Recognize your employees' personal accomplishments. Community involvement, new educational goals, etc. They will appreciate your recognition of their personal accomplishments, even if all you do is acknowledge them at the beginning of your next staff meeting.
12. When you hear a positive remark about someone, repeat it to that person as soon as possible (Face-to-face is best, e-mail or voice mail are good in a pinch).
13. Practice positive nonverbal behaviors that demonstrate appreciation, such as smiles, or a handshake.
14. Recognize a team accomplishment by designating that team as consultants to other teams.
15. Start a suggestion program.
16. Give special assignments to people who show initiative.

17. Encourage employees to identify specific areas of interest in job-related skills. Then arrange for them to spend a day with an in-house “expert” to learn more about the topic.
18. Publicly recognize the positive impact on operations of the solutions employees devise for problems.
19. Call an employee to your office to thank them (don’t discuss any other issue).
20. Incorporate recognition into something you do regularly. Add it as an agenda item in a team meeting or begin to write a thank you note every day before you leave work. Once you engrain recognition into your regular routine, you won’t have to think twice to do it.