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What We Do / Incentive Programs / Recognition

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## **Recognition**

Improve customer service, retain skilled staff, lift productivity and see the bottom line benefits of a values-driven culture. Employee Recognition programs help strengthen corporate culture and reinforce the behaviours that support a strategy of hard deliverables.

**Recognition defined** Recognition is a management-owned program in which defined behaviours are recognised and rewarded with the intention of driving specific organisational values and objectives.

## **The key elements of an effective Recognition program Management commitment**

Visible senior management support helps generate enthusiastic participation.

## **Multi-dimensional strategy**

Promote formal and informal recognition opportunities.

- Informal recognition: Immediate, everyday acknowledgement of actions that support organisational values.
- Formal recognition: Structured around clearly defined criteria with nominations formally reviewed and approved.

## **Meaningful to individuals**

Be mindful of individual preferences. The public applause that delights one person may embarrass another.

## **Defined objectives and measurable processes**

Objectives should align with organisational values and support strategic goals.

## **Clear qualifying criteria**

Clearly define the observable behaviours that the program is promoting.

## **Strategic communications plan**

Frequent messages help keep focus on the value of recognition.

## **Functional training**

Train staff and management on program procedures to ensure maximum participation.

### **Recognition training**

Managers need the skills and confidence to deliver recognition effectively.

### **Program evaluation**

Regularly monitor the program to keep it aligned, effective and relevant.

### **Formal closure**

Establish beginning and end dates. When a campaign has served its business purpose, refresh and relaunch with a new approach.

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