

GUIDELINES FOR GIVING EFFECTIVE RECOGNITION

Define the Situation

1. Review of the situation to ensure that you understand what happened and why it is worthy of recognition.
2. Review notes or any other documentation about conversations with the employee regarding this performance or developmental issue.
3. Complete the Recognition Discussion Guide to get ready for the discussion.
4. Ask the employee to join you in your office or other private area.

Conduct the Conversation

1. Describe the situation in specific terms, citing the expected and current performance, and how it has a positive impact on the team and our clients.
2. Review any previous conversations or development plans about this situation with the employee. Reinforce improvement if this performance follows a coaching, counseling, or corrective action discussion.
3. Ask for the employee's input. Listen for opportunities to reinforce the employee's satisfaction with his/her performance.
4. Encourage the employee to continue this level of performance.
5. If recognition follows a previous discussion to improve or correct a performance issue, gain the employee's agreement to continue to honor his/her commitment.
6. If recognition is a single incident of exemplary performance, discuss how continued excellent performance will benefit both our clients and the individual.
7. Describe how you will be documenting the employee's good performance (Letter, Note to Personnel File, something special, etc.)
8. Close by expressing
 - your appreciation for the excellent performance*
 - your confidence that the employee can continue to succeed*
 - the value the individual contributes to the success of the work group*



Close the Loop

1. Make a note about the conversation so you will remember that it occurred and can consider it on the employee's next performance review.
2. Document the conversation and performance in a memo to the employee if it is appropriate to do so.
3. Follow-up and observe to reinforce continued good performance.
4. Reinforce continued excellent work or improvement.

RECOGNITION DISCUSSION GUIDE

General Information

Employee Name _____

Employee #: _____

Date: _____

Department: _____

Location: _____

Define the Situation

Brief description of the performance to be recognized: _____

Date(s) of previous positive discussions(s): _____

Expected performance: _____

Actual performance: _____

Organizational benefit from the positive performance: _____

Individual benefit if performance continues: _____

Other factors to consider or that made this performance worthy of recognition:

- | | |
|---|---|
| <input type="checkbox"/> length of service | <input type="checkbox"/> skill level or training |
| <input type="checkbox"/> overall work record | <input type="checkbox"/> barriers to performance |
| <input type="checkbox"/> recent discussions about this or other issue | <input type="checkbox"/> significant changes to environment |

This conversation is intended to be

- | | |
|---|--|
| <input type="checkbox"/> Verbal Recognition | <input type="checkbox"/> Letter of Merit |
| <input type="checkbox"/> Letter of Commendation | <input type="checkbox"/> Special recognition |
| <input type="checkbox"/> Written note to file | |

Explanation of Special Recognition: _____
