

MAKING A DIFFERENCE EVERY DAY

Promoting a culture of appreciation and recognition





**"CELEBRATE
WHAT YOU WANT TO SEE MORE OF."**

- Thomas J. Peters

THE POWER OF RECOGNITION

Employee Recognition is the opportunity to acknowledge the effort, dedication and contributions of employees to the success of the University.

Meaningful recognition is governed by mutual respect and is expressed sincerely and regularly through a variety of gestures including a simple “Thank you” and more formally through awards.

Recognition is a critical component of employee engagement. Taking the time to recognize the efforts, dedication and contributions of employees leads to the creation of a more positive work environment, increased morale and higher productivity. Recognition makes employees feel valued and appreciated, it motivates them to make a difference every day.

The “Making a Difference Every Day” initiative has been designed to promote a culture of recognition and appreciation across campus. The program is meant to encourage all employees to make an effort to recognize a job well done and to say thank you... every day!!

As a manager/supervisor, you play a critical role in fostering a culture of recognition and appreciation in your department. Taking the time to recognize your employees for....

- Work well done
- Going out of their way to help a student or others
- Staying late to finish a project
- Improving their performance/behaviour
- Showing a colleague how to perform a task

...taps into their discretionary energy and effort. Recognition sends positive signals to the recipient and others in the department. It reinforces positive performance and behavior that can be replicated in the future.

This guide provides an overview of things to consider as you review your current recognition practices and look for opportunities to enhance the culture of recognition within your department.

TYPES OF RECOGNITION

A successful recognition program should include both formal and informal (day-to-day) opportunities to recognize and celebrate the contributions of employees.

The following is an overview of what constitutes formal and informal recognition:

Formal Recognition

Formal employee recognition includes structured and planned activities that can be University wide or department specific. Formal recognition generally includes the presentation of awards and certificates as well as a celebration event.

On behalf of the University of Windsor, the Department of Human Resources recognizes and celebrates the commitment and contributions of employees through the following awards and events:

25 Years of Service Award

Employees celebrating their 25 years of service milestone are honoured annually at a recognition lunch.

Years of Service Awards

The Years of Service Awards recognize and honour University employees celebrating 10, 20, 30 and 40 years of service milestones. Employees celebrating these milestones are invited to a recognition breakfast.

Excellence in Health & Safety Award

The Excellence in Health & Safety has been designed to recognize the contributions that employees make in fostering a culture of health and safety in the workplace.

Employee Recognition Awards Program

The Employee Recognition Awards Program has been designed to formally recognize and celebrate the outstanding contributions of employees to the achievement of the mission and vision of the University. The awards program consists of six (6) awards:

- Service Excellence Award – Individuals
- Service Excellence Award – Team
- Service Excellence Award – The First 5 Years of Employment
- Excellence in Leadership Award
- Innovation Award
- “U” Make A Difference Award

Visit the Employee Recognition web-site to learn more about the recognition activities sponsored by the Department of Human Resources www.uwindsor.ca/employeerecognition

Departments are encouraged to nominate employees for the above listed awards and also to look for opportunities to design and implement formal recognition activities within their departments.

Informal Day-to-Day Recognition

Informal employee recognition includes unscripted and spontaneous recognition. It is a powerful motivator for employees. It is given regularly and could include words of praise, gratitude, encouragement or a handwritten "Thank you" note. Research has shown that it is the most effective way to recognize employees.

The "Making a Difference Every Day" initiative has been designed to promote informal day-to-day recognition across campus.

MAKE SOMEONE'S DAY!

MUCH APPRECIATED

GREAT JOB!

Thank you

Well Done!

KEEP UP THE GOOD WORK!

Take the time today to acknowledge, recognize and celebrate the efforts, dedication and contributions of your colleagues.

Sincere and genuine appreciation makes a difference every day!
Together we can promote a culture of appreciation and recognition across campus and foster a more positive work environment.

YOU CAN MAKE A DIFFERENCE! START TODAY!

www.uwindsor.ca/informalrecognition

 University of Windsor

An initiative of the Department of Human Resources. Funded through the Strategic Priority Fund

Thank you

WHAT TO RECOGNIZE DAY-TO-DAY

Every day we have opportunities to recognize and celebrate the efforts, dedication and contributions of our teams, employees and colleagues.

The following are some examples of day-to-day recognition:

Personal Recognition

Focuses on the individual expertise, unique talents and contributions of an employee.

Recognition of Work Practices

Acknowledges how work is performed, including the improvement of work practices.

Recognition of Dedication

Acknowledges the quantity and quality of the efforts an employee makes to meet the mission of the organization and/or departmental objectives. It highlights their energy and efforts.

Recognition of Results

Recognizes the efficiency, quality and impact of tasks and projects completed.

**"THE DEEPEST PRINCIPLE
OF HUMAN NATURE
IS THE CRAVING TO BE APPRECIATED."**

- William James, American philosopher

SUCCESS FACTORS

Sincere and genuine appreciation that takes place regularly can create a motivating environment that encourages everyone to do their best. Day-to-day informal recognition and demonstration of appreciation can be done by every member of the University community; not only by supervisors.

The following are some key factors to keep in mind as you foster a culture of appreciation and recognition within your department:

Timely

- Recognition should take place either right at or immediately after a specific positive action/behaviour occurred.

Sincere

- It should reflect a genuine expression of appreciation. Only say what you mean.

Relevant

- The praise must be proportional to the accomplishment

Meaningful

- It should be aligned to the mission and values of the University as well as to the preferences of the person receiving the recognition. Each individual is unique, utilize a variety of approaches to recognize and praise.

Specific

- The recognition should be attached to a specific behaviour/action. Be clear and concise about what is being praised.



PROMOTING A CULTURE OF APPRECIATION AND RECOGNITION

As a supervisor, you play a critical role in promoting a culture of appreciation and recognition within your department.

The following are some actions that send a clear message to your employees that their efforts and contributions are valued and appreciated:

- Greet employees by name when you walk by their desks, offices or see them across campus.
- Demonstrate that you care about your employees as individuals. Talk to them and get to know them as “people”.
- Personally thank employees for doing a good job. Do it often and sincerely. Provide words of encouragement when needed.
- Send a written note or e-mail to acknowledge their efforts and contributions to a specific project/activity.
- Place a hand written “sticky-note” on their computer or desk to show appreciation for a specific task/effort/contribution.
- Acknowledge contributions of employees through departmental communications and/or during staff meetings.
- Take the time to meet with employees and listen to their concerns and ideas.
- Provide specific feedback about performance/behaviour and support employees in their effort to do better. Acknowledge each improvement in performance/behaviour.
- Encourage employees to bring forward ideas. Take actions on ideas when appropriate and give credit. Communicate the reasons why their ideas may not be doable.
- Get input from employees on decisions that will impact them.
- Provide employees with a sense of ownership in their work and/or their work environment.
- Give employees opportunities to grow and learn.
- Celebrate the successes of the University, Department and of individuals.
- Take time for team and morale building activities and meetings.
- Encourage employees to attend University events/training during work time as a show of appreciation.
- Go for a coffee break with an employee to show appreciation.

- Hold staff meetings to keep employees informed and let them know how important they are to the success of the University. Discuss how their work impacts the student experience.
- Hold informal departmental events to celebrate team accomplishments.
- Share accolades received from students, parents, alumni, faculty, staff and others with the whole team.
- Engage your team in a discussion about recognition and involve them in developing a departmental recognition program.
- Smile. It's contagious.

Moving Forward

- Assess your current practises. Are you taking the time to send the message to your employees that you value them and appreciate their contributions?
- Identify opportunities to enhance the culture of recognition and appreciation within your department.

Common Mistakes Made

As you look for opportunities to better recognize your employees/colleagues, keep in mind the following flawed approaches to recognition:

Automatic Pilot

- Don't select a particular day of the week or time of the day to go around and thank employees. Recognition should be spontaneous and connected to a particular event/action.

Overcompensating

- Don't thank everyone for everything. Make recognition sincere, relevant and meaningful.

Double message

- Don't connect your recognition and appreciation efforts to a discussion about areas for improvement. For example "Your presentation was great but the Power Point slides were too crowded".

Too late

- Don't wait too long to show appreciation. Take the time to praise employees as soon as the positive action/behaviour takes place.

FOR ADDITIONAL ASSISTANCE

The Department of Human Resources is committed to fostering a culture of recognition and appreciation across campus.

Contact the Employee Engagement & Development team to:

- Discuss ideas for developing formal recognition activities within your department.
- Learn more about the campus wide Employee Recognition Awards and how to nominate an employee/colleague or a team.
- Get advice and support on enhancing your day-to-day recognition efforts.

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Resources Consulted

The following resources were consulted to develop this guide:

Books

Marciano, Paul.

Carrots and Sticks Don't Work: Build A Culture of Employee Engagement with the Principles of Respect, 2010.

Websites

Achievers: www.achievers.com

Berkeley University: www.berkeley.edu

Dr. Bob Nelson: www.drbobnelson.com

Northern Territory Government: www.ocpe.nt.gov.au

Nova Scotia Government: www.novascotia.ca

South Dakota State Government: www.sd.gov

University of Alberta: www.ualberta.ca

University of British Columbia: www.ubc.ca

York University: www.yorku.ca



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An initiative of the Department of Human Resources.
Funded through the Strategic Priority Fund.

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