Small Awards and Recognition

When to Award and Recognize:
- When a goal is met or exceeded.
- When a simple act results in patient praise.
- When a colleague needed help and another obliged with a smile.
- When there were obstacles ahead and all were overcome against all odds.

There are opportunities every day in every hour to recognize the people who are your ambassadors – your employees.

The purpose of recognizing employees is to encourage their involvement in creating the culture of the organization. To be successful, remember that when it comes to the kinds of awards and recognition you give, not everyone is alike. As Maslow’s Hierarchy of Needs has taught us, people can be on the same level professional but have very different needs and wants. Keep this in mind when recognizing your employees so you can respond to each in a form of gratitude that is right for them.

Guidelines for Awards and Recognition:
- Look for example of teamwork, cooperation, communication and collaboration.
- Listen to your employees’ perspectives, ideas and issues and let them know their input is valued and appreciated.
- Match the recognition to the person.
- Match the reward to the specific deed or achievement.
- Praise your employee so that the recognition is specific to the behavior (e.g. “I appreciated the detailed attention you gave to this report.” Or, “It’s great to have such a thorough and dependable person on this team.”).
- Make the praise timely, spontaneous and immediate.

*Source: UK HealthCare Leaders: “Simply the BeSt! Creating a culture of service excellence and patient satisfaction”. Leadership Week 2007, October 29 – November 2.