EMPLOYEE RECOGNITION

Want to Kick Employee Recognition Up a Notch?

You can reinforce powerfully the recognition you provide in these ways.

- **Write out the recognition**, what the employee did, why it was important, and how the actions served the university. Give a copy of the letter to the employee and to the department head or director, depending on the size of your department. Send a copy to HR to place in the employee’s file.

- **Write a personal note to the employee**. Perhaps have your supervisor sign it, too. Photocopy the note and send a copy to HR for placement in the employee’s file.

- **Accompany the verbal recognition with a gift**. Engraved plaques, merchandise that carries the university logo, even certificates of appreciation reinforce the employee recognition.

- **Everyone likes gift cards and gift certificates**. If you use a consumable form of employee recognition, also write a note or letter of thanks.

- **Present the recognition publicly**, at a faculty or staff meeting, for example. **Even if the individual is uncomfortable with publicity, it is important for the other employees to know that employees are receiving recognition.**

A simple “thank you” counts as employee recognition. But, you can also make employee recognition as elaborate as your imagination can conceive. Recognition is not a scarce resource. You can’t use it up or run out of it. No budget is too small to afford employee recognition. For increased employee satisfaction, bring on lots of employee recognition.

For more information online, go to http://humanresources.about.com/od/rewardrecognition/a/recognition_emp.htm.
Check Your Calendars

Are you a supervisor who sometimes struggles with finding original ways to recognize the achievements of your employees? If so, many of the current communication training sessions are designed for you. Employee recognition should be considered on a daily basis. Training course schedules for UT supervisors and managers regarding communication skills are listed for the Knoxville area on Employee & Organizational Development’s website http://uthr.admin.utk.edu/tandd/default.html. You will find e-learning courses, skill briefs and job aids at the Office of Information Technology’s website: http://oit.utk.edu/cbt/. Computer-Based Training (CBT) is an interactive method of learning that provides a series of self-paced, hands-on, web-based courses. OIT provides these courses for free to UT students, faculty, and staff. There are hundreds of courses available. (Course Listing) FOR MORE INFO:

Memphis Office:
Jerry Hall (901) 448-5613

Tullahoma Office:
Patricia Burks-Jelks (931) 393-7226

The University of Tennessee at Chattanooga:
Dan Webb (423) 425-4729

The University of Tennessee at Martin:
Phil Bright (731) 881-7847

The University of Tennessee System:
Linda Francisco (865) 974-6657

FIVE TALKING POINTS

You need to establish criteria for what performance or contribution constitutes rewardable behavior or actions.

1. All employees must be eligible for the recognition.

2. The recognition must supply the employer and employee with specific information about what behaviors or actions are being rewarded and recognized.

3. Anyone who then performs at the level or standard stated in the criteria receives the reward.

4. The recognition should occur as close to the performance of the actions as possible, so the recognition reinforces behavior the employer wants to encourage.

5. You don't want to design a process in which managers "select" the people to receive recognition. This type of process will be viewed forever as "favoritism" or talked about as "it's your turn to get recognized this month." This is why processes that single out an individual, such as "Employee of the Month," are rarely effective.

YOU CAN’T BE SERIOUS!

As babies we laugh once an hour. By age four, we laugh every four minutes. Adults reward and encourage the spontaneous expressions of children.

Somewhere between early childhood and adolescence, however, our upbringing turns serious. We learn to curb spontaneity and begin to believe that work before play is the only way to succeed. Supervisors and managers should consider using humor during employee recognition ceremonies and any other public speaking occasions. Appropriate humor enhances and projects a favorable image, eases tension, influences thinking and attitudes, helps reassert control, reduces the embarrassment of mistakes and awkward moments, serves as a useful teaching tool, is a potent and hard-to-define-against weapon, usually conveys goodwill, and, perhaps most importantly of all—humor makes your listeners feel better.

EMPLOYEE SERVICE AWARDS “ONE-LINERS”:

When he began working here 20 years ago, he said there was nothing he wouldn’t do for the university. And in those twenty years, he’s done just that.

As a child, our guest of honor showed exceptional talents. However, he soon outgrew this.

He’s a man of few words, but he repeats them over and over and over again.
Supervisors can ensure employee recognition occurs in a timely and appropriate fashion if they research good practices and methods. Online examples include:

UTK’s Positive Recognition Committee: http://bigorangerecognition.utk.edu/

Institute for Public Service: http://www.ips.tennessee.edu/?id=12

UTC’s Alumni Affairs: http://www.utc.edu/Administration/Alumni/awards.php

UTM’s Faculty Handbook—Honors and Ceremonies Committee: http://www.utm.edu/faculty.php

Institute of Agriculture’s Creative Achievement Report: http://www.agriculture.utk.edu/facultyandstaff/forms/index.htm

UTHSC’s Office of Alumni Affairs Outstanding Teacher Awards: http://www.utmem.edu/alumni/

Space Institute’s Personnel Procedure: http://personnel.utsi.edu/proc310.html

Has a UTC employee gone the extra mile to help you?

That’s the introduction to The University of Tennessee at Chattanooga’s employee recognition program for non-faculty staff. You can show your appreciation by nominating an individual for the Blue Ribbon Award. A committee appointed by the chancellor selects monthly an award winner who exhibits outstanding service to others. Nominations are specific in identifying incidents or situations that show the nominee has served his/her customers with special distinction.

People are asked to e-mail their nomination or send the written nomination in the campus mail to the committee.

All non-faculty staff (full or part time) with at least one year’s regular service are eligible for the award. Any UTC faculty, staff, student, alumnus, or member of the community is invited to submit nominations.

In addition to the Blue Ribbon Award, each semester the UTC Human Resources Office recognizes specific accomplishments by faculty and staff and annually presents awards to faculty on Faculty Honors Day.

2005 UTNAA Outstanding Teacher Awards
- Dr. Ziad Keilany, Economics
- Dr. Katherine Rehyansky, English

2004-2005 SGA Outstanding Professor Awards
- Amy Anderson, English
- Sonia Young, Theatre and Speech

2005 Outstanding Adjunct Faculty Award
- George Nagle, Psychology
- Russell Fowler, Political Science

Special Recognition for Outstanding University Service
- Deborah Arfken
- Richard Rice

Recognition of Service
- Roger G. Brown, Chancellor
Supervisors’ Corner

Students, faculty and staff are encouraged to submit examples of supervisory/management “success stories.” If you believe a noteworthy practice in your department should be shared with all UT campuses, send it to David.

Phone David at 865-974-4430

Email dbowman@tennessee.edu

Use Campus Mail

TIPS FROM THE TRENCHES

In some organizations, employee recognition means giving an award (perhaps monetary) to a few employees who are proclaimed to have done something exceptional. But is this approach to recognition too narrow and exclusive? Is it the most effective use of organizational resources?

Taking an inclusive, systems approach to recognition means more than developing a traditional awards program. Effective recognition systems include activities on three dimensions: day-to-day, informal, and formal.

Praise is an example of day-to-day recognition. It costs nothing and can be given by anyone to anyone at any time. Informal recognition can take a variety of forms, has few restrictions, and often includes a low-cost, tangible gesture of appreciation or congratulations.

Formal recognition can include not only awards for achievements, service, etc., but also celebration events at which all contributing employees can participate and receive recognition. Formal recognition often has certain policy and legal requirements.