

Welcome!

"No Cost/Low Cost Ways to Increase Employee Satisfaction"

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Is Recognition Really that Important?

- 79% of employees who leave their jobs cite lack of appreciation as one of the key reasons
- 73% would accept less money to be happier at work
- Gallup poll of 5 million employees

"You never know when a moment and a few sincere words can have an impact on a life."
-Zig Ziglar

Objectives

- Recognize the value of recognition to your employees
- Identify factors in highly productive employees. Analyze ways to foster these factors
- List ways to recognize employees
- Recognize barriers to success and discuss how to overcome them.
- Plan how to individualize your approach

Why Is Recognition Important?

- Motivates employees
- Reinforces behaviors
- Increases employee self confidence and work focus
- Creates *healthy* competition
- Supports growth and continued success
- Promotes positive attitudes and environments

What happens when you don't recognize good performance?

The #1 reason people leave organizations is that they "don't feel appreciated."
- US Dept. of Labor



Doing nothing is something!

1. Desired behaviors become extinct
2. Inappropriate behavior may be positively reinforced

Supervisors and Management change behavior by *action* and *inaction*.

Doing nothing is something!

"The main reason employees don't feel they are respected isn't because of abusive behavior by management so much as it is management's failure to demonstrate respect to employees."

- From *Respect and Retention Related*, Sirota.com

"Stealth" Recognition

- Recognition that goes unnoticed by recipients
- Unseen, unfelt
- Often worse than no recognition at all
 - "Disconnect" between supervisors and employees on perception of recognition

Employee Job Satisfaction

Strongest Indicators of Employee Satisfaction:

1. At work, I have the opportunity to do what I do best ever day.
2. My performance is evaluated in a manner that makes me feel positive about working.
3. Conflicts are managed in a way that results in positive solutions.
4. My opinions seem to matter to my manager.
5. My manager shares all the information my coworkers and I need in order to feel part of the team.
6. I receive the information I need to do my job.

Employee Job Satisfaction

Strongest Indicators of Employee Satisfaction:

7. The organization has developed work/life policies that address my needs
8. I trust my immediate manager.
9. During the past year, communication between leadership and employees has improved.
10. My manager does a good job of recognizing employee contributions.
11. I have recently received praise for my work.

Employee Job Satisfaction

73% would accept less money to be happier at work

- The money employees are paid for the job they're hired to do is *compensation*.
- Beyond that, employees want an environment where they can use their skills productively and then be recognized for it

Employee Job Satisfaction

2 simple steps to attract and retain talented employees:

1. Pay them fairly
2. Treat them **great!**



YOU are KEY!

- As a supervisor, you:
 - play a major role in distributing recognition and rewards that employees seek
 - eliminate many of the barriers to satisfaction that employees encounter
 - set the tone of the office
- The quality of workplace initiatives depends on the quality of relationships that a supervisor has with their employees.
- Supervisor and employee dialogue is **CRITICAL**.

Supervisor Influence

- Positive
- Negative



Feeling Connected



Connected employees:

- Know what's important to the organization
- Feel free to speak up
- Know their opinions matter
- Offer extra energy
- Are committed to group success
- Know what's in it for them when they meet their goals

"I can go for 2 months on 1 compliment"
- Mark Twain

How to recognize employees

- **Who**
- **What**
- **When**
- **Where**



Who Should You Recognize?

Everyone!

"Employees who contribute to the achievement of the organization's mission, objectives, and goals, and are highly supportive of its values."



Behaviors to Recognize

- Innovation and creativity
- Project completion
- Consistent, steady, long-term performance
- Commitment to team effort within and between groups
- Significant performance improvement
- Cost control ideas
- Self-Development
- "Beyond the call of duty" effort to satisfy/exceed customer expectations

Behaviors to Recognize

- Attention to detail/thoroughness
- Suggesting improvements that increase efficiency or productivity
- Recognizing others
- Cooperation
- Offering Solutions with Problems
- Outstanding work habits – attendance/punctuality

Things that get rewarded get done!

When Should You Recognize?

- Proactive:
 - Communicate expectations UP FRONT
 - Everyone knows the behaviors required to achieve the recognition
 - ALL who meet the criteria are recognized
- Spontaneous:
 - Someone performs “beyond the call of duty” in a way you couldn't predict

Where Should You Recognize?

In GENERAL,
praise publicly,
correct privately.



Where Should You Recognize?

- Team meetings
- Impromptu gatherings
- Staff luncheons

Shake it like a Polaroid picture!

- Create a party atmosphere with noisemakers, music, pompoms, etc. (When appropriate-keep the public “cons” in mind)

Create WINNERS

- Avoid systems where one employee's success limits another employee's success
- Create criterion systems vs. competition
 - Employees know what must be accomplished
 - Creates unlimited number of winners
 - Employees share information and ideas vs. hoarding information
 - Creates cooperation vs. competition



Point Systems

Two Times the Impact!

1. Recognition when “points” are rewarded.
2. Recognition when points are redeemed for larger rewards.

Types of Rewards

Advantages of non-cash rewards over cash awards:

1. Memory value
2. Trophy value
3. Flexibility



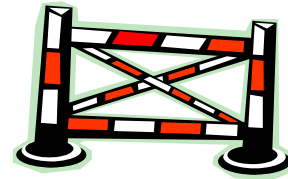
Types of (No Cost/Low Cost) Rewards

- Praise
- Personal letters
- E-mail message
- Sticky notes
- Phone calls/messages
- Hobby-related items
- Food!
- Balloons

Be Visible, Be Accessible

- Get together with employees
- Be available to your employees informally
- Consider different routes for entering and exiting the the building so that you run into different people
- "Open Door" Policy

What Barriers do you Face?



How Will I Find the Time?

Remember:

- Unhappy employees cause you TIME and MONEY through:
 - Complaints
 - Mistakes
 - Poor Customer Service
 - Bringing down the morale of others
 - Failing to show up for work shifts
 - Turnover
- You **WILL** end up spending the time at some point down the road

How Will I Find the Time?

- Don't put recognition on your to-do list, make it the header
 - Look for the recognition potential in your list
 - Add a little recognition to the tasks you already have to do
- Don't add additional time for recognition, try and reallocate your time
- Be proactive instead of reactive

*"Don't just stand there, make it happen."
- Lee Iacocca*

Benefits outweigh Alternative

Benefits:

- Increase department/unit effectiveness
- Eliminate crisis situations by being proactive
- Increase morale/self-esteem
- Improve performance by fostering and utilizing staff skills/capabilities

Alternative:

- Maintain or decrease current performance levels
- Dealing with crisis issues requiring time and attention (reactive)
- Decrease morale/self-esteem
- Pass up opportunities for improvement and innovation

Common Recognition Mistakes

- Missed opportunities
- Not timely
- Insincere or mechanical
- Public recognition for private people
- Undercutting praise with criticism
- Not rewarding
- Choosing the wrong rewards

Most of us are criticized four times more than we are praised!

Make a Plan to Individualize

- Keep track of employee's preferences, key dates, likes (and dislikes)
- Use your calendar to help remind you of significant events
- Tap into other team members for ideas

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"Keep up the good work, whatever it is, whoever you are."

Stick with it!

Employees may react differently to your change in behavior.

- Be patient
- Hang in there!
- SHOW them by DOING



"Productivity may be sparked by new technology, but is ignited by attitudes."

Start TODAY



- **Experience** is the best teacher
- You can't learn from experiences you're not having
- Start small--pick **1 or 2 things** and focus on them
- Learn from others



Brains, like hearts,
go where they are
appreciated.



Robert McNamara