



Finance Monthly Supervisor Meeting: *Recognition and Corrective Action*

March 2019



**Who can share a time they were
recognized by their leader and in a
way they appreciated?**

The Importance of Recognition

- Recognition is the acknowledgement of a team member's behavior, effort, or individual contributions that meet or exceed expectations
- The importance of recognizing team members:
 - Reinforcement of the desired behaviors, results, or performance
 - Models and reinforces a leader's expectations of their team members
 - Appreciation for a team member's work
 - Confirms that contributions are valued and increases team member engagement



Giving Recognition Effectively

- Be specific and recognize the underlying behaviors
 - Don't just say "good job," share *how* they did a good job
 - Connect the recognized behavior to team goals
 - Use Niagara LIFE language when possible
- When to give recognition
 - Recognize as immediately as possible
 - Recognize team members regularly
 - Recognizing small wins is just as important as recognizing big ones
- Recognition best practices
 - Be sincere and authentic when you give recognition
 - Scale your recognition with the accomplishment



The Languages of Recognition

- Give a team member personalized recognition in the way they most prefer
- Recognition will be more valued if it matches their preferred style... traditional ways of giving recognition are not for everyone
- These “Recognition Languages” are:



Verbal Praise



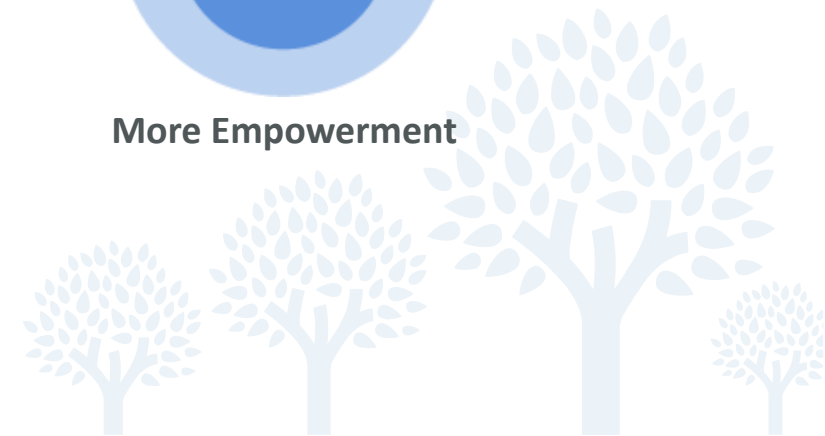
Tokens of Appreciation



Connection & Time



More Empowerment



Verbal Praise

Primarily recognizing the team member with kind words, in public or private, and sharing the recognition upward

- What do you think are the personality traits or motivations of a team member that would like to be recognized in this way?
- What are some things you can do to recognize a team member through Verbal Praise?



Tokens of Appreciation

Giving tangible objects in appreciation to the team member you're recognizing

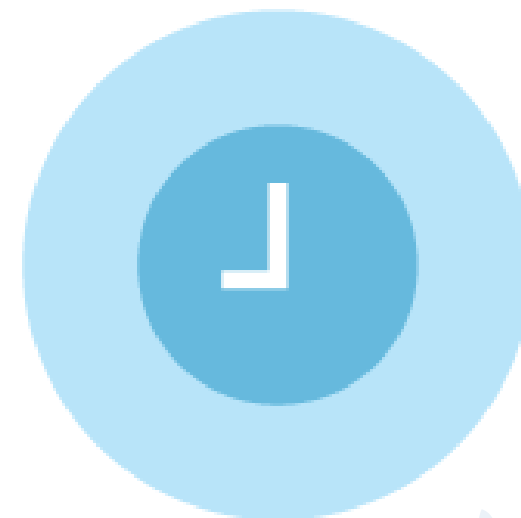
- What do you think are the personality traits or motivations of a team member that would like to be recognized in this way?
- What are some things you can do to recognize a team member using Tokens of Appreciation?



Connection & Time

Making yourself available to build a professional connection with the person you're recognizing

- What do you think are the personality traits or motivations of a team member that would like to be recognized in this way?
- What are some things you can do to recognize a team member through Connection & Time?



Increased Empowerment

Providing more autonomy and/or more exciting and challenging tasks to the person your recognizing in the future

- What do you think are the personality traits or motivations of a team member that would like to be recognized in this way?
- What are some things you can do to recognize a team member by Increased Empowerment?



Activity: Recognition Style Interviews



Verbal Praise



Tokens of Appreciation



Connection & Time



Increased Empowerment

- Take a few seconds to think about your top, most preferred way to be recognized
- Now, have brief interviews with 4 of your peers
 - Discover the top, most preferred way to be recognized for each peer you interview
 - Learn about any nuances in the way they like to receive recognition
- Limit your interviews to pairs or groups of 3 (you and 2 others)
- You will have 10 minutes to complete your interviews



Nurture a Team Culture of Recognition

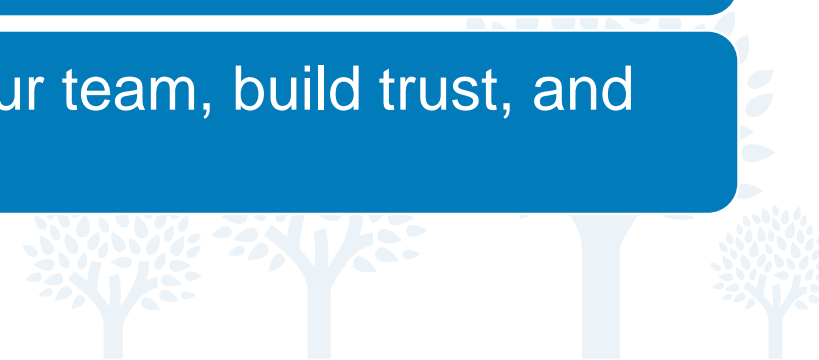
Set your team members up for success:

- Set clear expectations and goals
- Accept that all team members can be successful
- Remove barriers and provide necessary resources

Role model giving recognition to your team and peers; say “thank you”

Encourage your team members to give recognition to each other

Recognition is an additional opportunity to learn about your team, build trust, and improve relationships





DROPS OF THANKS

Team Member Recognition Program

Visit Splash -> Corporate -> “Drops of Thanks” on left Quick Links bar



5 Minute Break!

Corrective Action



Questions & Discussion