

Motivating and Recognizing Employees

Presented by Tracey Connolly
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[Agenda]

- Motivation
 - Internal
 - External
- Recognition
 - What to recognize
 - When to recognize
 - How to recognize



[Internal Motivators]

- Strong Work Ethic
- Fear of Negative Consequences
- Feeling you have:
 - Power
 - Meaning
 - A Sense of Belonging.

[Power]

Employees feel:

- In Control
- Competent
- Optimistic



They have choices and can make decisions.

[Meaning]

Employees feel:

- Important
- Valued
- Relevant



They have a positive impact on the organization.

[Belonging]

Employees feel:

- Liked
- Wanted
- Needed.



They are part of a team that enjoys and needs them.

Small Group Activity

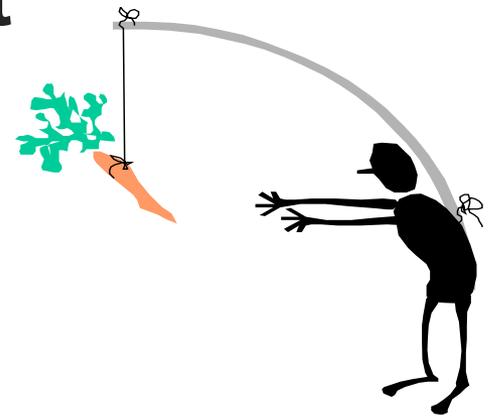
How can we develop a sense of:

- Power
- Meaning
- Belonging?

What would
work for you?
How could you
help others?

External Motivation

- **What your organization has to offer**
- **What employees may want**
 - Independence/Guidance
 - Challenge
 - Work/Life Balance
 - Good Morning/Good Night
- **Link with performance plans and career development plans.**



2008 Graduating Student Survey

National Association of Colleges and Employers

	Clearly defined assignments			Active role with community
	Recognition			Job security
	Self-expression Opportunities			Non-competitive atmosphere
	Signing bonus			Location
	Salary			Advancement Opps
	Embraces diversity			Friendly co-workers
	Personal Development Opps			Good insurance package

2008 Graduating Student Survey

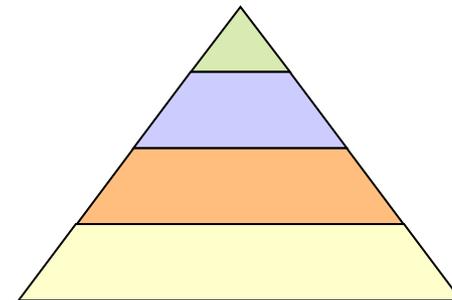
National Association of Colleges and Employers

1	Advancement Opps	8	Recognition
2	Job security	9	Self-expression Opps
3	Good insurance package	10	Clearly defined assignments
4	Friendly co-workers	11	Non-competitive atmosphere
5	Location	12	Embraces diversity
6	Personal Development Opps	13	Active role with community
7	Salary	14	Signing bonus

Most workers need to:

Source: <http://www.easytraining.com/motivation.htm>

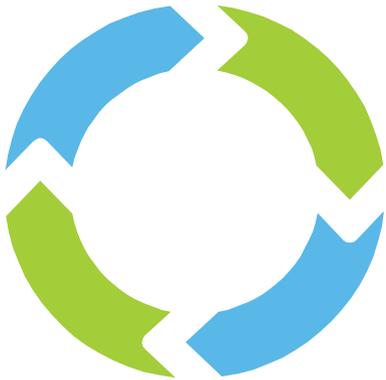
1. Earn **wages** that will enable them to pay for basic necessities and additional luxuries such as the purchase of a home, or travel
2. Save for and enjoy old age **security benefits**
3. Have medical and other **insurance** coverage
4. Acquire **friends** at work
5. Win **recognition**
6. Be **acknowledged and rewarded** for special efforts and contributions
7. Be able to **advance** in life and career-wise
8. Have opportunities for **self-development**
9. **Improve** their skills, knowledge, and know-how
10. **Demonstrate and use** special gifts and abilities
11. Realize their **ideal(s)**.



[Recognition]



Benefits of giving recognition...



- How do **employees** benefit?
- How do **managers** benefit?
- How do **organizations** benefit?

[Question...]

What are some of the barriers to giving recognition (why isn't it done more often?)



[Common Barriers]



1. I forget.
2. I don't want to single anyone out.
3. That's what they're paid for.
4. I'm not that touchy feely.
5. I don't always see what they are doing.
6. The rest of their work is not "up to par."
7. It backfires.

[What to Recognize]

Compensation is what you give people for doing the job they were hired to do.

Recognition, on the other hand, celebrates an effort beyond the call of duty.

- How to Profit from
Merchandise Incantations

[Quotes from nomination forms:]

1. She's always polite
2. He shows up on time and ready to work each day
3. Her suggestion resulted in increased efficiency.

[When to Recognize]

- As soon as possible
- Performance reviews
- One-on-one meetings in between reviews
- In public (sometimes)...

[How to recognize]

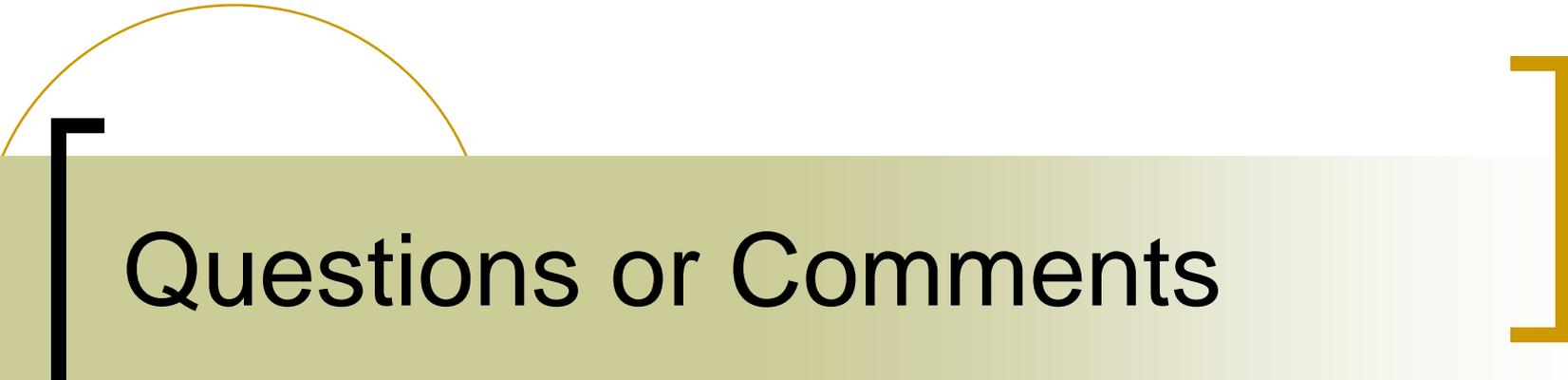
- Find out what motivates individuals (and what doesn't)
- It doesn't have to cost anything...



A few more suggestions for Showing Appreciation...

- 1. Take time to listen**
- 2. Acknowledge non-work accomplishments**
- 3. Handwrite thank-you notes or send an e-mail**
- 4. Say “thank-you” to employees in public, where peers can hear.**

Source: Rosalind “Roz” Jeffries, President, Performance Enhancement Group



Questions or Comments

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