Motivating and Recognizing Employees

Presented by Tracey Connolly
Delaware Department of Finance
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.
<table>
<thead>
<tr>
<th>Clearly defined assignments</th>
<th>Active role with community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognition</td>
<td>Job security</td>
</tr>
<tr>
<td>Self-expression Opportunities</td>
<td>Non-competitive atmosphere</td>
</tr>
<tr>
<td>Signing bonus</td>
<td>Location</td>
</tr>
<tr>
<td>Salary</td>
<td>Advancement Opps</td>
</tr>
<tr>
<td>Embraces diversity</td>
<td>Friendly co-workers</td>
</tr>
<tr>
<td>Personal Development Opps</td>
<td>Good insurance package</td>
</tr>
<tr>
<td></td>
<td>Advancement Opps</td>
</tr>
<tr>
<td>---</td>
<td>-----------------</td>
</tr>
<tr>
<td>2</td>
<td>Job security</td>
</tr>
<tr>
<td>3</td>
<td>Good insurance package</td>
</tr>
<tr>
<td>4</td>
<td>Friendly co-workers</td>
</tr>
<tr>
<td>5</td>
<td>Location</td>
</tr>
<tr>
<td>6</td>
<td>Personal Development Opps</td>
</tr>
<tr>
<td>7</td>
<td>Salary</td>
</tr>
</tbody>
</table>
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

Tracey Connolly
Tracey.connolly@state.de.us
(302) 577-8952