A decorative graphic consisting of a thin gold circle on the left side. A thick, light olive-green horizontal bar extends from the circle across the top of the slide. On the left side of this bar, there is a large black left square bracket. On the right side of the bar, there is a large gold right square bracket.

# 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 ]

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- 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

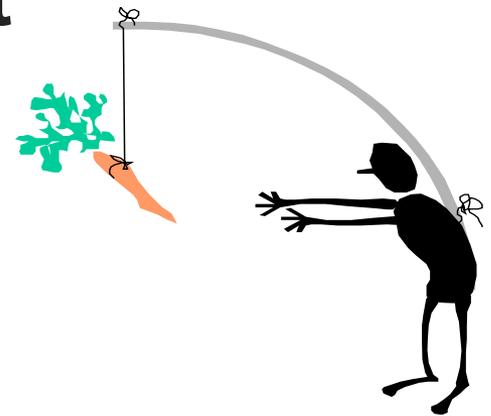
How can we develop a sense of:

- 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

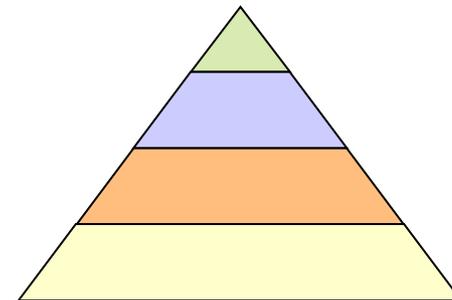
National Association of Colleges and Employers

|   |                           |    |                             |
|---|---------------------------|----|-----------------------------|
| 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>

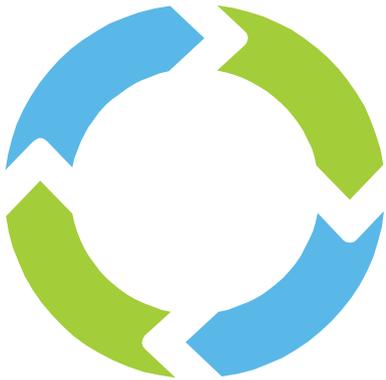
1. Earn **wages** that will enable them to pay for basic necessities and additional luxuries such as the purchase of a home, or travel
2. Save for and enjoy old age **security benefits**
3. Have medical and other **insurance** coverage
4. Acquire **friends** at work
5. Win **recognition**
6. Be **acknowledged 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 ]

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- 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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