

## **Guide to Informal Recognition**

Our people deserve to be recognized by peers and management, especially when they do something exceptional in support of faculty, staff or students.

Recognition does not need to be formal. Informal recognition builds morale, community and strong teams.

To recognize good performance:

1. Tell the person exactly what she/he did that is being recognized.
2. Explain the value and importance of that achievement.
3. Express your appreciation in a way that is sincere and authentic to you.

### **Ways to Recognize Good Performance**

- Write personal notes of thanks for a job well done.
- Recognize staff accomplishments at regular meetings.
- Write to a spouse/significant other acknowledging accomplishments of the employee.
- Conduct a meeting with top performers to recognize their contribution and to solicit ideas for improvement.
- Establish a place to display memos, e-mails and photos recognizing individual and team success.
- Present a traveling trophy to staff members who have done great things during the month in support of the office.
- Establish a "Behind the Scene" award specifically for people in jobs where they are not usually in the limelight.
- If you hear something positive being said about your staff, be sure to share that positive feedback.
- Nominate exceptional employees for a formal university award.
- Provide opportunities for skill development and leadership training to top performers.

### **What Should Be Recognized at The Unit Level**

- People whose behavior/performance has actively supported a university value or priority.
- People who through their work performance and attitude serve as positive role models for the team.
- For doing the right thing in a stressful or crisis situation.
- Staff who take ownership of current systems and present ways to improve services.
- Things that you value and want to see more of e.g. great customer service, collaboration, acquiring new skills, creativity.