

***“Recognition is not a scarce resource. You can’t use it up or run out of it.”***

~ Susan M. Heathfield, Your Guide to Human Resources



Althea Trower from DNREC receiving an HRC Program certificate of completion

### Tips for Effectively Recognizing Someone

- Tell them exactly what they did that was right.
- Tell them what value or goal they met.
- Explain how that impacts the agency or an individual.
- Express appreciation.

*“I noticed you helped Jim when he was struggling to create a spreadsheet. That showed real teamwork! If you hadn’t done that, Jim might have missed his deadline and services could have been delayed. Thank you so much!”*



Terri Davis (Public Defenders Office), George Wyatt (Courts of Common Pleas), and Judy Smith & Diane Crockett (Department of State)

### Learn More Here:

#### Statewide Recognition Program:

<http://delawarepersonnel.com/awards/emprec/index.shtml> and

#### Governor’s Team Excellence Award:

<http://delawarepersonnel.com/orgdev/excellence.shtml>

#### Statewide training course called Recognizing Positive Results:

<http://delawarepersonnel.com/training/>



Department of Labor Recognition Ceremony

***“The deepest principle of human nature is the craving to be appreciated.”***

~ 19<sup>th</sup> Century American Philosopher, William James

### For More Information Contact

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### STATEWIDE RECOGNITION PROGRAM



The thousands of dedicated individuals who make up the State of Delaware’s workforce are our most important and valuable resource.



Past recipients of the Governor’s Award for Excellence and Commitment in State Service

## ***Let them know you appreciate them!***

### **Purpose**

State government has thousands of dedicated employees *Making a Difference for Delaware* every day. The purpose of this resource pamphlet is to promote the importance of recognition and to encourage everyone to provide creative, frequent, and effective recognition.

### **Benefits of Recognition include:**

- Building Relationships
- Improving Performance
- Increasing Retention
- Celebrating Achievements
- Improving Morale
- Creating a positive workplace culture which acknowledges the talents, skills and knowledge of our employees.

***“Brains, like hearts, go where they are appreciated”*** Robert McNamara, former U.S. Secretary of Defense and President of the World Bank.



## **Who can recognize employees? Anyone!**

Low Cost/No Cost Ideas for Managers and Supervisors

- During team meetings, have members share one thing they appreciate about each team member
- Include kudos for teams or individuals in each weekly report
- Send e-mails to upper management recognizing employees
- Give Creative Awards - Best phone voice, PowerPoint designer, team player...



Low cost/no cost ideas everyone can use to recognize anyone

- E-mail your thanks to your team
- Make homemade awards
- Keep a box of cards for different occasions or blank ones to fill in
- Volunteer to coordinate a section/division/department potluck party (Breakfast or brunch, afternoon snack, ice cream bar)

And of course a verbal "Great Job" or a simple "Thank you" is almost always appreciated!

## **What are State Organizations Doing?**

- Department of Agriculture has a GOTCHA! Award for interesting, unique, and/or bizarre circumstances.
- DELJIS has a casual bowling outing at the end of the work day.
- Department of Labor has a Customer Service Excellence Award.
- The Public Defender's Office hosts a Spirit Week with a different theme every day.
- OMB sells casual day passes to raise funds for events.
- DTI has a "Cheers for Peers" program.

***“Never miss an opportunity to say a word of congratulation upon anyone's achievement.”***

President Lyndon Johnson



Department of Corrections Program