

Supercharge Your Team

50 Ways to Show Them Love

Kirsten Barnes, Trainer & Consultant



What led me here?



Agenda

1



What is team member recognition?

2



How is it different from engagement?

3



Why does it matter?

4



Recognition & Engagement Ideas



What is
*Team Member
Recognition?*





Team Member *Recognition*

“the acknowledgement of an individual or team's **behavior, effort or accomplishments** that support the organization's goals and values”



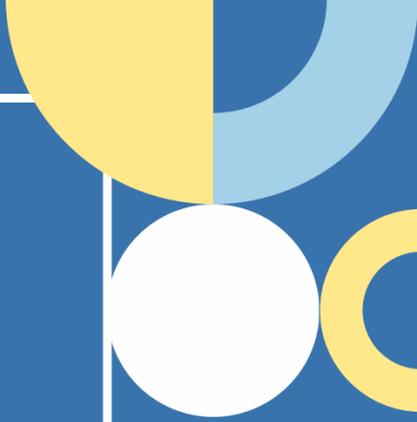
Recognition

vs

Engagement



	<p>Recognition drives the organization's goals & values forward</p>
	<p>Engagement is the emotional commitment the team member has to the organization & it's goals</p>
	<p>Recognition boosts engagements</p> <ul style="list-style-type: none">Increases productivityIncreases loyaltyLeads to higher retention



Why Does Engagement Matter?

Losses per year in US

\$450-550B

Lower turnover

25-59%

10%

Higher customer ratings

41%

Lower absenteeism

Higher productivity

20%

Fewer quality defects

40%



Survey Says...

Generally, team members want

- Meaningful work that aligns with their personal brand
- Direct, authentic communication
- Flexibility & acknowledgment that they are individuals
- Fair pay

What's the best way to find out what they want?

ask them!



Survey Says...

2017 study by the Temken Group

- Customer service leaders have more engaged employees
- Better performing companies have more engaged employees
- Highly engaged employees are more productive

2012 study by The Forum links employee engagement and customer spending

- 10% increase in employee effort = 22.7% in customer spending
- Link still existed when the employee had no customer contact!



Engagement & Recognition

Ideas



Engaging Your Team

1

Start with a solid onboarding plan

2

Help employees grow through employee development programs

3

Give employees a sense of purpose

4

Create mentorship & coaching opportunities

5

Improve the working environment

6

Create an effective VoE program



Formal

Recognition



Performance

Employee or Team of the Month / Quarter / Year

Artistry

Service Specific

ABCD

Accomplishments

Milestones

Length of Service

Personal Accomplishments

Team Accomplishments

Have a little fun!

*Duct Tape
Aware*

*It's 5 o'clock
Somewhere*

*Rock Star
Rookie*

*Guest
Whisperer*

*Best Whistle &
Point*

*Houdini
Award*

*Consider It
Done*

*Cleanest /
Messiest Locker*

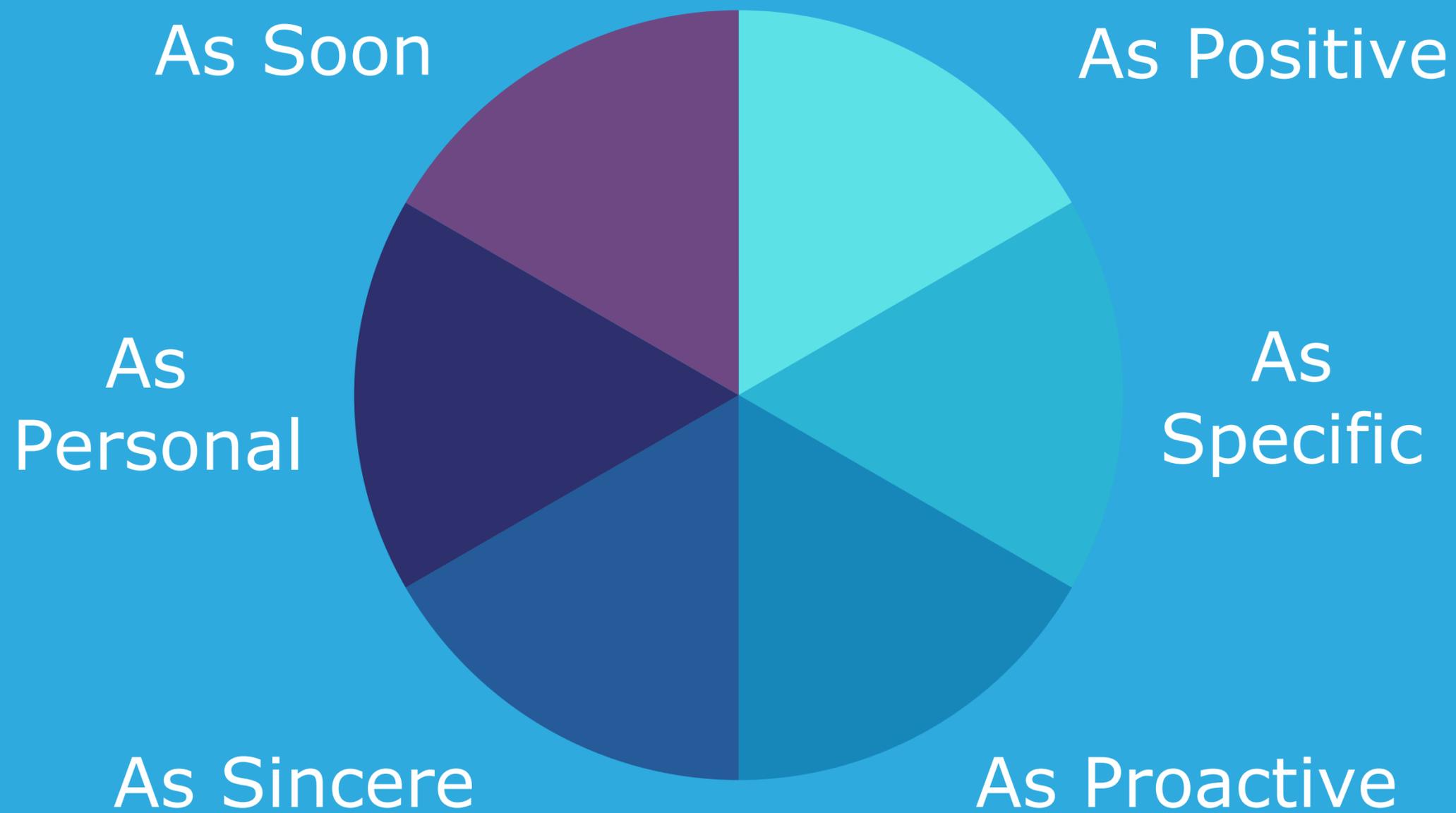
Effective *Recognition*

should be heartfelt & fun!





Informal Recognition



**ASAP
Squared**



Peer-to-Peer Recognition

Recognition from a supervisor to a subordinate is a one-off transaction

Peer-to-peer recognition

- Motivates
- Creates a culture of support
- Reinforces collaboration
- **Is authentic**
- **Is scalable**



Peer-to-Peer Recognition



- Roses for Rock Stars
- Cheers for Peers
- Kudos Cards
- Kindness Confetti



Team Member *Recognition* Ideas



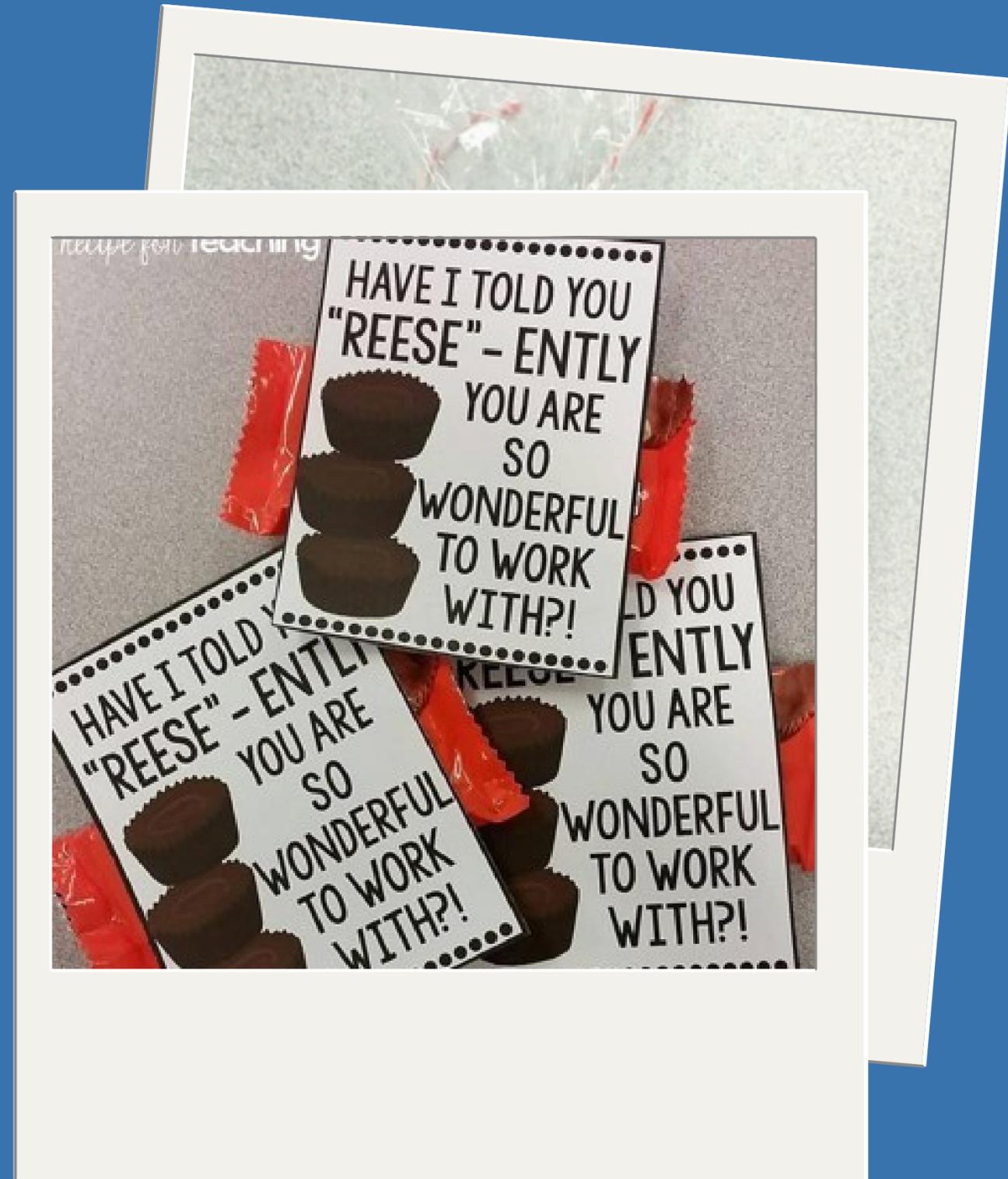
Team Member Recognition Ideas



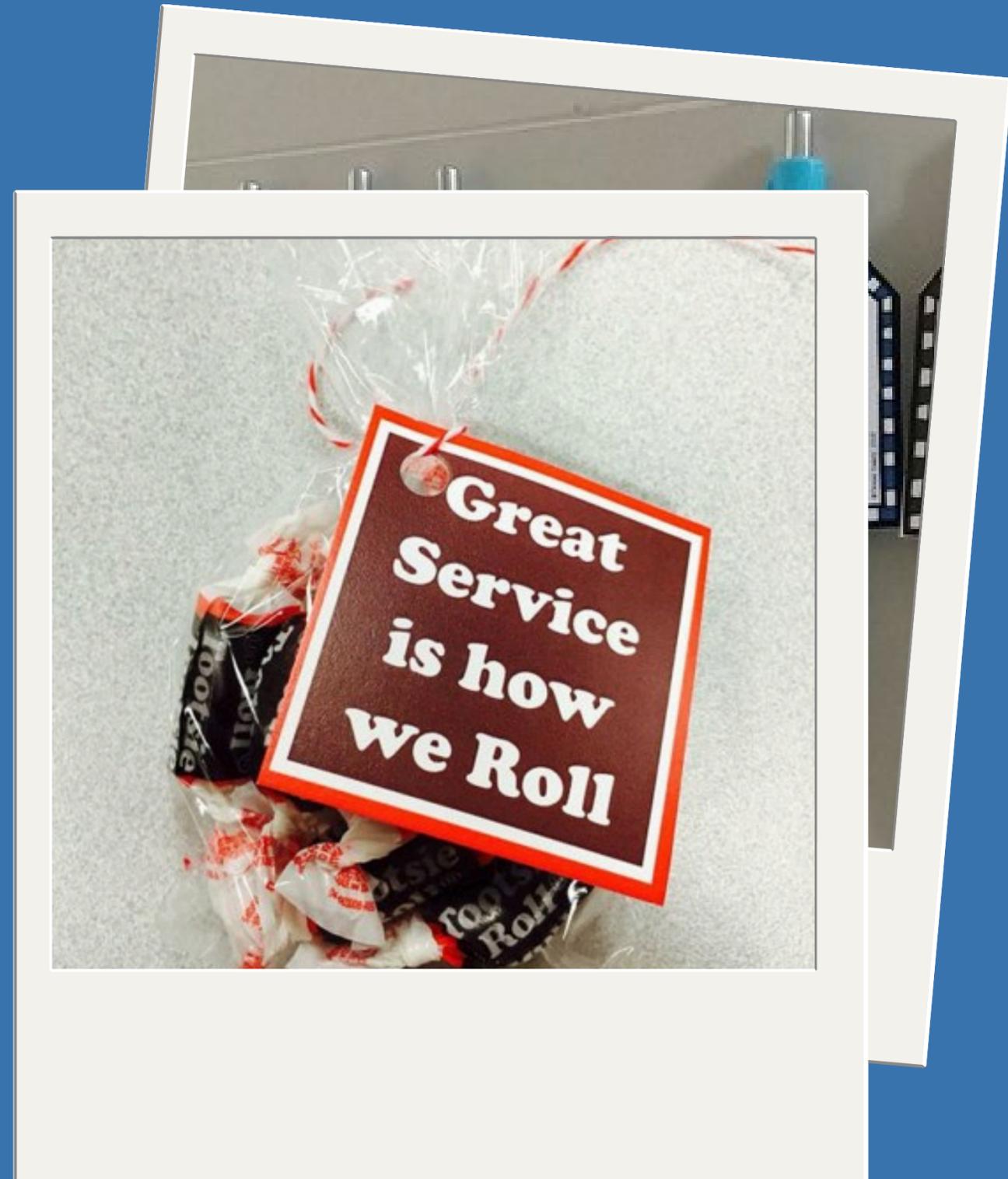
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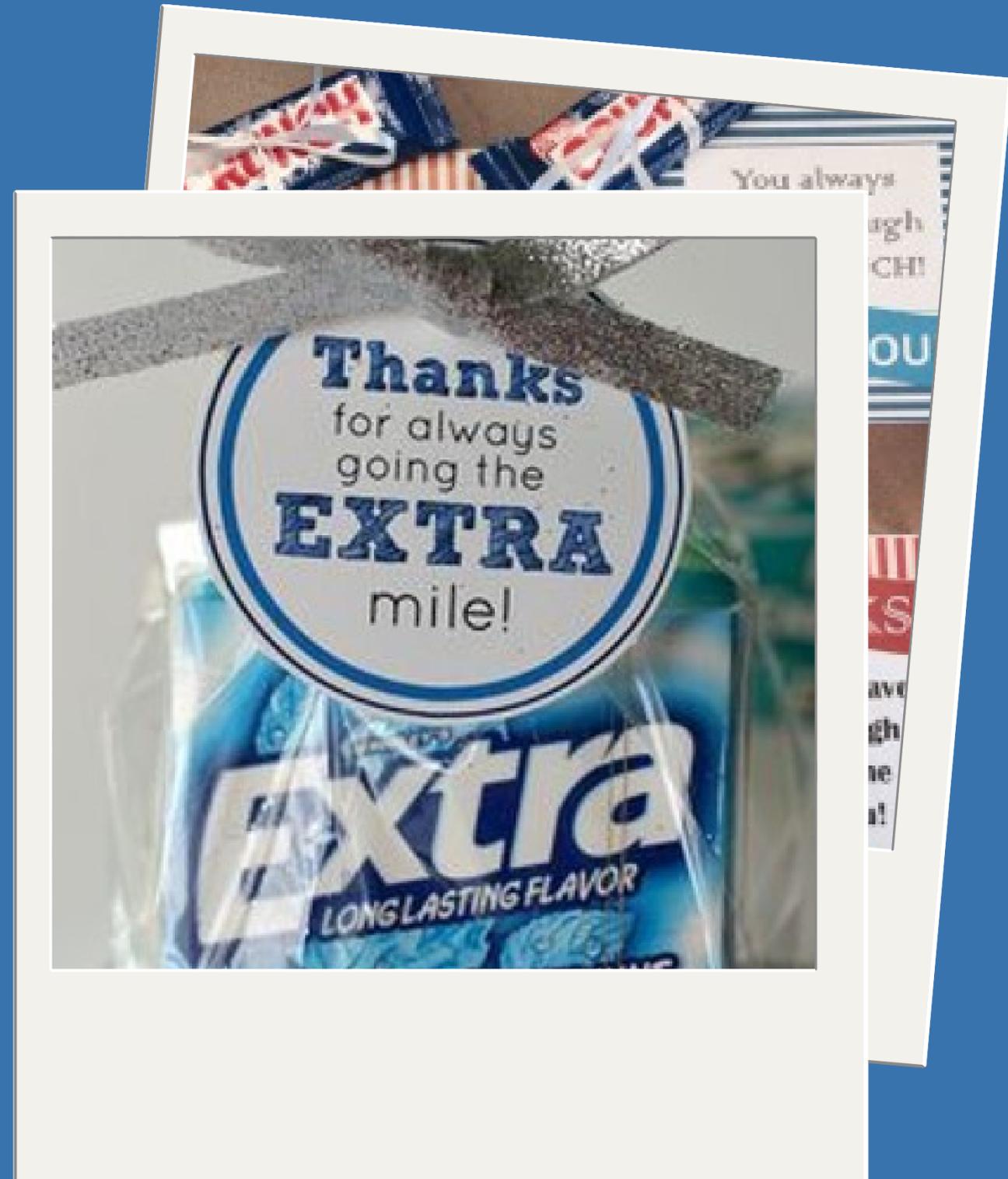
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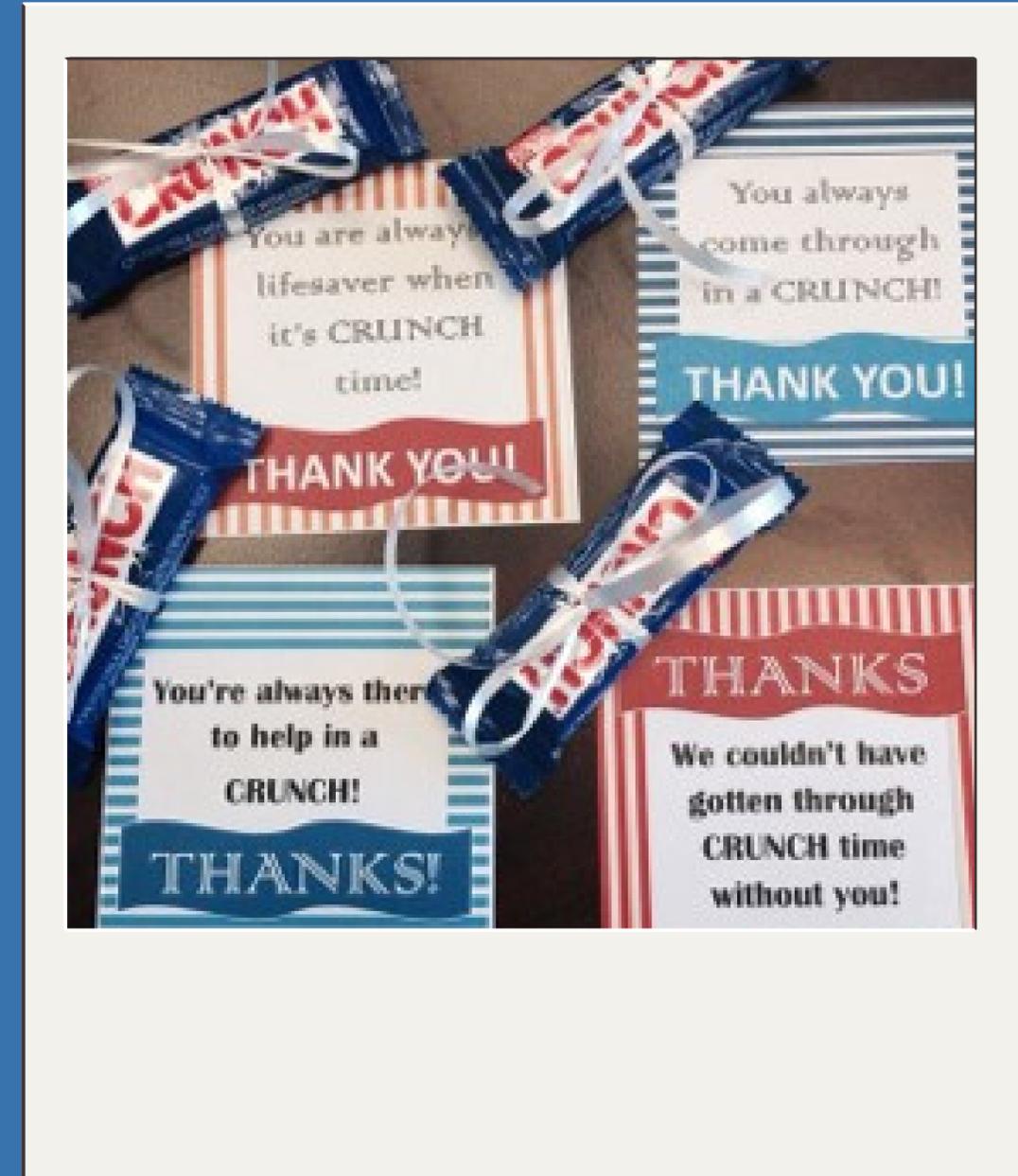
Team Member *Recognition* Ideas



Team Member Recognition Ideas



Team Member Recognition Ideas



What Great
Ideas Do You
Have?



Important *reminder:*

Without a clear link to performance standards, managers can end up recognizing team members just for doing their job!



Thanks!

Kirsten Barnes, Trainer & Consultant

kbarnes@fivestarrecreation.com



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