UBI 238

Recognizing and Motivating Staff

Instructor: Roy Gonzales, HROD Manager
PHYSICAL PLANT
NO COST RECOGNITION IDEAS

• Assign the employee to train a new staff member
• Assign the employee to be a mentor for another staff member
• Tell the employee that you have confidence in them
• Delegate a new or interesting task that the employee would like to do
• Make it a point to thank at least one employee every day
• At the end of the day identify what went right and recognize the staff who were responsible the next day
• Hold a unit celebration after a success or the completion of a difficult project
• Praise positive progress even from poor performers who are making an effort to improve
• Let an employee discuss their achievements with the work group
• Give the employee a handwritten thank you
• Recommend the employee for an award- Titan Excellence Award, Riot Recognition Award, etc.
• Acknowledge employee’s accomplishments and milestones with the work group
• Call your staff by name each time you see them
• Praise an employee for a special accomplishment rather than just saying “Good job”
• Say “Please” and “Thank you” when discussing assignments
• Acknowledge when an employee takes a risk you support, even if they are not successful
• Discuss what’s happening in the plant with your staff
• Ask an employee for their opinion about an issue they know about
• Actively listen to an employee - Let them know what they have to say is important to you
• Be an active part of the team - help out during difficult times
• Do a project or task for a good employee who is over loaded
• Include the employee on an interview panel
• Take responsibility for your mistakes
• Give credit to your staff for your success
• Send the employees an e-mail thanking them, with a copy to your manager
• Send and e-mail to the Director regarding a team success
• Let the employee represent you in a meeting
• Take the employee with you to a meeting on a subject they are interested in
• Mentor the staff member on a particular task
• Ask the Director to send a personal note of thanks
• Post letters of praise in a public location after you talk with the employee about them
• Let the employee choose a project to work on
• Train the employee on a new skill they want to learn
• Acknowledge the employee's effort on a big project even if there is not a significant accomplishment
• Recognize an employee who helps out or provides leadership
• Recognize the employee on their effort or accomplishments
• Involve employees in decisions that affect them
• Write a description of employee accomplishments for an e-mail or newsletter

**The best recognition is an **honest** and **sincere**

**THANK YOU!**
Career Paths
Creating Development Opportunities

Creating developmental opportunities involves taking the opportunity to learn about and get involved in work functions that are required for the type of position you are interested in. The following options will give you ideas for ways you can develop the skills necessary for advancement.

- Identify and communicate training opportunities, both internal and external
- Encourage and support participation in professional organizations
- Encourage and support reading professional magazines and journals
- Encourage and support participation in online blogs and discussion groups on related topics
- Mentor or set up a mentoring relationship
- Delegate portions of work on a limited basis
- Create opportunities to perform new tasks and open them to work groups
- Create project teams that provide a chance to participate with more experienced staff
- Assign as “extra help” to do routine parts of a higher level task
- Discuss advancement options to determine what they might like to do
- Use slow periods for developmental activities
- Identify their skills or interests and how you could use them
- Send them to meetings in your place
- Assign them to a committee in an area of interest
- Have them do a presentation for you
- Have them draft a document or proposal
- Provide them with interesting articles and discuss what they mean
- Create a book or article review club
- Talk with them about the organization – explain the “big picture”
- Discuss how their job fits into the organization and what impact it has
- Have them sit on interview panels or screen applicants
- Assign leadership on a specific issue or process
- Volunteer to meet with customers to identify issues
- Assign them to take the lead on a specific issue or process
- Encourage them to identify and pursue on-going education

Available Tools

- In-Range Progression
- Stipend for Taking on Additional Responsibilities
- Temporary Reassignments
- UBI Classes
- IT Classes
- Equity/Market Adjustments
Investing in Your Staff
The Big Picture

- Identify Goals
- Identify Expectations
- Identify Necessary Skills
- Recruit for Necessary Skills
- Communicate Expectations
- Evaluate Performance and Provide Feedback
- Train on Missing Skills
- Recognize and Reward Positive Behavior
- Provide Training and Development opportunities
- Provide Mentoring and Counseling
- Provide Advancement Opportunities
The RIOT recognition program was created to recognize individual staff whose actions support the core values of the physical plant. The core values recognized by this program are:

Respect  We will trust and support each other and value the differences between us

Integrity  We will individually live up to our expectations and be accountable for our level of service

Ownership  We will each be a leader within our job and will pursue growth, innovation and quality

Teamwork  We will communicate openly and work together to improve the efficiency and effectiveness of the Plant

PROGRAM GUIDELINES

- Any Physical Plant employee can recognize any other Physical Plant employee
- An individual can be recognized an unlimited number of times in any month
- Only one nomination will be counted for each specific action or behavior during the month
- All nominations will be counted in the month they are received by the HROD manager

RECOGNITION GUIDELINES

- To recognize an individual, complete the recognition form identifying which value(s) was supported, and describing the employee’s action or behavior. Submit the form to Roy Gonzales in T100
- Recognition can also be submitted by sending an e-mail to Roy Gonzales identifying the value supported and the employee’s actions or behavior
• E-mails or memos from other departments about Physical Plant staff can be forwarded in place of a recognition form
• Recognition forms will be available on the Physical Plant intranet page and in T100. Copies will be provided to individuals or units on request

RECOGNITION

Employees who are recognized will be acknowledged as follows:

• Copy of recognition form will be provided to their manager
• Recognition forms will be included in the Physical Plant file
• An e-mail will be sent to all staff at the Physical Plant identifying who was recognized and why
• Employees will be identified on the employee bulletin board in T100
• Employees will be invited to a monthly recognition event

GROUP RECOGNITION

Unit or group accomplishments will be rewarded by a feature article sent to all staff by e-mail. Recognition should focus on positive work done by physical plant staff, including:

• Campus Improvements
• Cooperative Projects
• Unit-specific accomplishments
• Competition of major projects
• Continuing unit functions through difficult periods

All Plant managers are expected to participate in recognition efforts. Group recognition should be initiated by the manager responsible for the accomplishment. Suggestions made by other staff or managers will be forwarded to the responsible manager for consideration.

The feature article will be prepared by HROD staff and will include a description of the accomplishment, the names of staff involved in completing the project, and photos, if appropriate.
Investing In Your Staff Process

Communicate Expectations
Evaluate/Provide Feedback
- Expectations
- Competencies
- Feedback Form

Evaluation/Feedback

Training

Train on Missing Skills
- Internal
- External
- Vendor
- Online

Recruitment

Recruit For Skills
- Profile
- Skills
- Fit

Position

Identify Goals
Identify Expectations
Identify Skills

Recognition/Motivation

Reward Positive Behavior
- Titan Award
- Attendance Awards
- RIOT Program
- Recognition Ideas

Career Development

Provide Developments/Training
- Counseling
- Mentoring
- Training/Education
- Career Paths

Succession

Provide Advancement
- Temporary Appointments
- Development Options
- Stipends
- IRP