



## It's nice to be valued and recognized when you've made a difference

The City of Guelph's Employee Recognition Program has been developed in the spirit of appreciation for our employees. It provides employees and their leaders with tools and resources to help:

- Recognize each other's contributions
- Support each other
- Take pride in what we do

While people may like different ways to have appreciation shown, it's in our basic human nature to want to be recognized for the good things we do. Regular recognition tends to increase morale, productivity and commitment to one's work and organization. Recognizing each other's contributions helps create a happier work place.

## What can you recognize others for?

There are so many different things:

- Exceeding expectations or going above and beyond the call of duty
- Demonstrating the Corporate Values of Integrity, Excellence or Wellness
- Demonstrating service excellence
- Solving a problem
- Coming up with an innovative idea
- Completing a difficult task
- Helping others out



**And this is just the start. Use one of the many Say Thanks tools to help you express your appreciation.**

## Employee Recognition Program



## For more information

Visit the **Say Thanks** page on ERNIE or speak with your leader or a Recognition Committee member.



## Appreciation stations

Available at many locations throughout City facilities, these stations contain a number of tools that you can use to communicate your appreciation.

### Tools

#### Cards and postcards

With lots of room to write on them, letting people know how they've made a difference is easy. Cards and postcards can be hand delivered, sent by interoffice mail or left on a locker or desk. If you choose, you can even give a small gift of appreciation with one.

#### Sticky notes

Sticky notes are small pieces of paper with non-damaging, adhesive backing that can be used for very short thank you messages. They are best known as Post-it® notes. Grab a note, write your message and post away.

#### E-cards

A paperless option for employees with access to ERNIE. E-cards are found by clicking on the Say Thanks button on the main page of ERNIE, and are a quick and easy way to surprise someone with a note of appreciation. E-cards are delivered right to an employee's inbox.

#### Blog

The **Say Thanks** blog can be used by staff to leave a note of appreciation for someone. Recipients will receive the blog entry and have the opportunity to approve publication prior to the post being published. Supervisors will also receive a copy of the blog entry to ensure they are aware of the recipient's good work.

Click on the Say Thanks button on the ERNIE main page for more information.

### Are you a leader?

Leaders can use appreciation station tools, and also have access to:

- leader thank you and e-cards,
- email Thank You template,
- anniversary cards (with automated milestone anniversary reporting),
- Certificate of Appreciation and congratulatory letter templates,
- Employee Recognition Preference Profile,
- key messages for team meetings,
- support with spot recognition efforts,
- training through a Leadership Orientation Program module: Corporate Culture and Change, and
- access to themed potluck kits for department celebrations.

### We are here to help

The Recognition Committee can help with:

- educating you and your team members,
- gathering feedback about the program,
- assessing specific departmental recognition efforts and recommending improvements.

**For more information, contact a Recognition Committee member.**

### Tips

Recognition works best when it's:

- **Frequent** – frequent recognition shows direct correlation with employee satisfaction,
- **Timely** – recognize very soon after the deed so that the behaviour is reinforced,
- **Sincere** – focus on acts that have truly made an impact on you,
- **Specific** – be clear about what the person did, and
- **Customized** – Take into account the recipient's personality and comfort level when saying thanks.

#### Recognize both verbally and in writing

No matter what kind of recognition you provide, it's easy, as time passes, to forget the words. Accompany your thank you with a note that spells out what the person did, why it was important, and how the action(s) helped.

#### Magnify the value of your thank you

A thank you is more powerful when it comes in different forms. For example, you could provide a small gift when you verbally thank someone.

#### Never underestimate the value of sharing your time and building a relationship.

People appreciate your genuine interest in their ideas and thoughts. They like bouncing ideas back and forth with you and look for your sincere input on their projects and goals.

