



## Recognise today

Leadership Dimensions

Sharing the vision

Leading with care

Engaging the team

Holding to account

Think back to a time when someone made your day.

It may have been a thank you card, a phone call to say thanks or your leader saying 'you've done a great job'. How did it make you feel? Acknowledged, supported, encouraged, valuable, respected, recognised or engaged!

### Why should you recognise?

Apart from making someone's day you are reinforcing what they've done is important and that you'd like them to repeat that behaviour in future – so make sure you're specific about what you are recognising!

### When to use this guide

How you recognise your staff member is your choice.

This guide enables you to recognise your staff members better by providing you with some simple ideas and options you can put into practice. There are some ideas in here for informal recognition – but you're sure to think of others. It is up to you!

Recognition doesn't necessarily have to cost money. It can be as easy as saying thank you, giving some time out or asking a senior leader to come by and be part of the applause.

If you feel what your staff member has done is exceptional then share their story.

### It's simple

Remember, to make someone's day is easy - a simple, specific and timely thank you from a leader is ranked above all other forms of recognition. Your most powerful recognition tool is your voice!

Meeting together out of the work environment and having fun is a great way to make your staff members really feel appreciated. We all enjoy our leisure time in different ways, which means it is easy to tailor for individuals. The cinema, the arts and sporting events are just a few opportunities to consider.

#### Tip

If you plan to recognise your team or a team member by writing about their achievement in a newsletter or a general email, use the **Writing to recognise and motivate** resource to help you organise your thoughts and compose your communication.

## Celebrate

- Congratulate your staff member's personal achievements - finishing a course, completing a project, passing an exam
- Celebrate an individual's promotion (even though it may feel like a loss to you!)
- Roll out the red carpet for significant life events - marriages, births, citizenship, getting a new home etc.
- Dedicate an area to promote successes.

## Surprise and delight

We care for our patients everyday! They tell us it is as simple as using their name! Imagine your staff members are your patients - how might you surprise and delight them?

## Show you care

Show you care by being there in times of need. If your staff member is ill take the time to check they're okay. If they are experiencing problems at home or at work, often listening is the best help you can give.

Remember to be sensitive - some people want space when they're upset.

## The gift of time

***Be sure to use the 'gift of time' wisely - balancing the recognition with the needs of the Trust.***

One of the greatest gifts we can give is the gift of time!

An exceptional effort involving extra or unplanned voluntary hours can be recognised by giving the gesture of some time back.

Putting pressure on staff members to go home at a certain time can lead to more stress. Why? Because most people are motivated to get the job done on time and if that means staying late then they will - even when it means sacrificing personal commitments.

It is much better to offer them time out when they want it.

The opportunities for giving time are as many and varied as the hours in the day.

- ***A late start***  
An extra sleep-in on Monday or after a long shift.
- ***Long lunch***  
Time with a friend or to do some shopping.
- ***Extended break***  
Go for a relaxing coffee.
- ***Early finish***  
Beat the traffic, get a hair cut, or go home early for family time.

## The written word

Why does the written word have so much impact? Maybe it's the surprise element of an unexpected letter or card, or because you can read and reflect over and over again, or is it because you can show others? Whatever the reason - the written word can last the test of time!

Here are some suggestions to help you select the most appropriate written word for your staff member.

	Why use it	Suggestions for maximum impact
<b>Email</b>	You can use email for immediate recognition. It can be sent at any time and sit waiting to be opened when convenient to the staff member.  Emails are also easy to share.	<ul style="list-style-type: none"> <li>▪ Mark your email as high priority</li> <li>▪ Copy in people you feel should know</li> <li>▪ Use 'thank you' in the subject line.</li> </ul>
<b>Letter</b>	You can use a letter if you want to leave your staff member with a lasting memento. It is common for staff members to share letters with their co-workers, family and friends and it will also be a great addition to their portfolio.	<ul style="list-style-type: none"> <li>▪ Use letterhead to add weight</li> <li>▪ Personal delivery has more impact</li> <li>▪ Specific and individualised messages with your signature adds importance to the message.</li> </ul>
<b>Cards</b>	When you want to show your personal thanks, such as when a staff member helps you conquer the photocopier, or there's an important occasion, a card can say more than words.	<ul style="list-style-type: none"> <li>▪ Have a stash of cards in your kit so you can give them out straight away</li> <li>▪ Use a card specific to the action/event</li> <li>▪ Some examples of worthy occasions - birthday, commencement date anniversary, get well, congratulations, baby arrival, promotion, bereavement sympathy</li> </ul>

## Breaking bread

Spending time eating and drinking helps bring people together. We can relax, we can laugh, we can talk and enjoy each other's company. Simply having coffee or arranging a special dinner are occasions where you can show your staff members that you value their contribution.

So what might you have on the menu?

- **Coffee** - Buy the team a coffee /tea / juice - in the workplace or at a café.
- **Snacks** - Leave chocolates on staff member's desk with a little thank you note, nibbles for team meetings (biscuits, crackers, cake or fruit for the health conscious).
- **Lunches** - Organise catering or drive the team to a secret location.
- **Dinners** - Put on a dinner to recognise your team's efforts.
- **Cake bake** - Hold cake bakes in your area. Homemade cakes are delicious and always a talking point! 15-20 minutes once a month is a great way to mingle with your team or your whole area!

