



A Manager's Guide to Rewarding and Recognizing Great Work

Packed with Fun, Innovative Ways to ...

- ★ Boost staff morale
- ★ Retain good talent
- ★ Motivate and inspire
- ★ Build Confidence
- ★ Instill loyalty

IT'S UP TO YOU!

You've Got the Power

Believe it or not, *recognition for a job well done*, even more than money, is the top motivator of employee performance. That's why as a manager, you have the potential power to inspire your staff to amazingly high levels of performance. And very often, all it takes is your thoughtful, personal and sincere appreciation.

The ideas contained in this toolkit vary greatly. Some are simple – like taping a thank-you note to someone's locker. Some pack a little more punch - like awarding an outstanding employee with two free movie tickets. But rest assured, with a little creativity and a lot of the right attitude, *every* idea can make your employees feel special and appreciated.

First, the Basics

Your positive words, actions and the environment you create can be instrumental in bringing out the *best* in your staff. But it's important to reward appropriately.

Here are some tips:

Match the reward to the achievement

- Customize your award to the significance of the achievement. For instance, a nurse who spearheads an idea to improve call bell response time should be rewarded in a more substantial way than someone who gives directions to a lost visitor.

Match the reward to the person

- Consider the preferences of the individual or of the department and reward accordingly.
- Find out what your staff prefers by asking them to fill out the “**Award Preferences Survey**” at orientation time or during a department huddle. (See page 8)

Be Timely and Specific

- Reward staff as soon as possible after the desired behavior or achievement.
- Always say *why* the person is being awarded, as this reinforces good behavior and is highly motivating.



“Good treatment of workers results in similiar treatment of customers.”

- Todd Englander, *Incentive*

HOW DO I THANK THEE? LET ME COUNT THE WAYS!

There are many WONDERFUL ways to say “thank you”, for example:

Informal Thank You's are usually spontaneous and require minimal planning and effort, such as a thank you note, a congratulation's balloon or a pocket praise card.

Formal Thank You's such as the *Five Star Quarterly Award Program** (or other award programs) take a little more effort (preparation of essays, nomination forms, etc.) but the payoffs are big! Imagine how exciting it is for a well-deserving employee to enjoy a beautiful sit-down luncheon with the CEO, have their names posted on the Wall of Fame and have their story printed in the Five Star Quarterly News!

*** Nominate someone TODAY for the Five Star Service Quarterly Award!**

Page 6 - Shows you how!

Page 7 - Gives you the form

...now there's no excuse!



Five-Minute Huddles...

are perfect for highlighting the accomplishments of an employee or department. Did your department receive a touching thank-you note from a grateful patient? Why not gather the group, read the letter aloud and lavish on the praise. In five minutes or less you can make a lot of people feel special!



Department Celebrations...

can be used to reward staff AND create a happy, fun work atmosphere. Try a department breakfast, pizza party or international “family style” luncheon featuring entrees from the native homelands of your staff!



No-Cost Thank You's...

like a sincere word of appreciation, a vote of confidence, a hearty congratulations or a “pat on the back” can do wonders for individual and departmental morale.

TOOLS OF THE TRADE

The Five Star Tool Box



To to be truly successful in the art of reward and recognition, just think *inside* the box! The Five Star Tool Box contains a variety of inventive items specially designed to help you express your appreciation to staff. There are hundreds of ways to use them. Here are a few:

SIMPLE Thanks You's

- Pocket Praise Cards – Keep them in your pocket and hand them to employees for a quick “on the spot” thank you.
- Fish and Star Notes - Tape them to lockers, telephones, paychecks, computers along with your personal thanks for good performance.
- Five Star Mini Chocolates and other assorted candies - How about dolling them out to the secretary who is always the *first* to unjam the copier or the staff member who despite a heavy workload, consistently has a “can do” attitude.
- Balloons – Like roses, you can use them by the bunch for events and parties or singly, to say thanks to a highly dedicated employee.

WOW Thank You's

- Five Star Mugs, “T” Shirts, etc.

...Perfect for the nurse who took home a patient's laundry and returned it washed and ironed or the Environmental Services worker who always provides translation services to patients and families.

BLOCKBUSTER Thank You's

- Movie Tickets, Gift Certificates, etc.

...Reserved for staff members who have accomplished the extraordinary...like the Transporter who designed a plan for decreasing transport time or the EMT who ventured out on a snowy night to rescue an employee with a broken down car. Heroic events occur everyday in all areas of the hospital. **Don't miss the opportunity to thank the staff that makes them happen!**

Capture the Moment

- Disposable camera

Take photos of your staff's shining moments! Display them on your bulletin board or UHNet. You can have your photos developed by bringing the disposable camera to Vivian Greenfogel (C242). How's that for service?



Service Recovery

- \$5.00 Meal Vouchers/Gift Certificates to the Gift Shop Emporium

Things don't always go as planned. If you find yourself facing a difficult situation which could be remedied by food or a beverage, feel free to offer visitors or family member a meal voucher or gift certificate. Very often a kind word and warm meal is all it takes to turn things around.

Final Notes on “The Tool Box”

- Fill'er Up - We will be happy to replenish your Tool Box as needed. Simply bring the Box to Kitty Donohue (C437-X2365) or Vivian Greenfogel (C242-X1709). Your items will be replaced and your box can be picked up within 24 hours. To replace individual items only, just call us.
- Keep Us Informed – To monitor our staff appreciation efforts, please fill out the **Employee Reward and Recognition Log** (located in Tool Box and on page 5) and return it to The Department of Service Excellence. You can send it by mail or in-person when you come to replenish your Tool Box.
- Expect Change - **The items in the Tool Box may change** with time. Why? Our goal is to always supply you with items that are real crowd pleasers. So if we tell you we're not supplying a particular item, don't worry! Another great item is on its way!

SHARE THE GOOD NEWS

Half the fun of being rewarded is the thrill of sharing the good news with loved ones and work colleagues. Allow us to help!

UHNet

- *Post Information*



UHNet (www.umdnj.edu/UHNet) is the hospital's website dedicated to employee news and information. It is readily accessible through all Internet connections. UHNet contains valuable information about UH as well as news, accomplishments, and photos of your staff and department. To post **PRINTED** information, send documents in word or PDF format to Victor Aviles, avilesvh@umdnj.edu in Marketing and Media Relations (X2-9502). To post **PHOTOS**, send your best photo in digital format, along with a complete caption.

- *Click on the Picks*

The 'Click Picks' weekly email message highlights the latest and most important news on UHNet that you should know about. If you have an email account with the hospital, you will receive these messages automatically.

If you DO have an email account at work, but HAVE NOT been receiving Click Picks at work: Go to the email address book, click on your name and scroll over to the 'DOMAIN' and 'POST OFFICE' columns. The domain should read UHDOMAIN and the Post office should read UHMAIL. If it doesn't, or your name does not appear in the Address Book, contact Victor Aviles at avilesvh@umdnj.edu

If you DO NOT have an email account at work, but want to receive your Click Picks at home: Send your personal email address to Victor Aviles, avilesvh@umdnj.edu and tell him you want to receive your Click Picks at home.

- *Celebrate Each Other*

If one of your staff members or your entire department has been featured on UHNet (in Eye on UH, the Virtual Photo Album, Hot News, the Five Star Quarterly News, the Thanks We Get, Thanks 2 You, etc.), why not print out the article and post it on your department bulletin board? Create a five minute huddle or department celebration in honor of the occasion and you will have made your staff's day!

- *Make UHNet Your Home Page*

If you have an Internet connection at work, UHNet should be the home page of your browser - Netscape or Internet Explorer - whatever you use. That way, every time you open up your browser, you'll have the opportunity to quickly scan the UHNet homepage for new information or hot news. It's easy to set UHNet as your homepage:

*on Internet Explorer: go to Tools; Internet Options; set <http://www.umdnj.edu/uhnet> as the Home Page. Hit Apply at bottom of screen and then OK.

*on Netscape: go to Edit; Preferences; set <http://www.umdnj.edu/uhnet> as the Home Page. Hit OK.

Employee Communication Boards

Stay informed and keep your staff updated by checking out the Employee Communication Boards throughout the hospital for posted information and copies of publications and other notices. Don't forget to distribute the information during your staff meetings and praise employees anytime they are highlighted in a publication.

- **Large boards** are on display on floors B – I in the hospital, in the DOC tunnel and the lower level of the DOC, and in the Bergen Building.
- **Smaller boards** are placed throughout the hospital and the DOC in locker rooms, staff lounges, near time clocks, etc.

Five Star Communication Boards

Install a centrally located Five Star Bulletin Board to display thank-you notes, publications (where your staff members or department are highlighted) and all other great news and words of praise. It's just one more reason to have a Celebratory Five Minute Huddle and publically congratulate your colleagues for a job well done.



Got Ideas?

If you feel you have a great ideas for staff recognition or improving Five Star Service at *The University Hospital*, **The Department of Service Excellence** would love to hear from you. Here's our info:

Vivian Greenfogel
Manager
greenfvt@umdnj.edu
(973)972-1709
UH - C242

Kitty Donohue
Program Coordinator
donohucm@umdnj.edu
(973) 972-2365
UH - C437

...Thanks for providing



**It's EASY to nominate someone for the
*Five-Star Service Awards...***



Here's how...

FIRST KNOW THIS...

1. ANY employee can nominate another employee for the quarterly Five-Star Service Awards.
2. The nominee must have performed an act of customer service that is **EXTRAORDINARY** such as...

- Accomplished a difficult goal
- Removed obstacles to hospital success
- Implemented an innovative idea
- Contributed to high employee morale and group effectiveness
- Inspired and mentored others
- Pioneered process or technology resulting in major cost savings
- Repeatedly demonstrated extraordinary patient care

THEN DO THIS...

1. Complete a Five-Star Nomination Form (found on the Communication Bulletin Boards, on UHNet or in the Reward and Recognition toolkit).
2. Bring the completed form to the nominee's manager for his/her approval. If it is approved, send the nomination form to Kitty Donohue in Service Excellence, UH – C437.

THEN THIS WILL HAPPEN...

1. All the winners will be invited to a luncheon with the CEO. They will have their names added to the **Wall of Fame** (in the cafeteria), be featured in the **Five-Star Service Quarterly News**, and be eligible to win the **Five Star Service Employee of the Year Award**. They will also receive a **Gold Star Service Pin**, have their pictures taken and be given a copy of the newsletter that they are “starring” in.

STILL HAVE QUESTIONS?

Call Kitty Donohue (x2365).



Nomination Form

The Five-Star Service Quarterly Recognition Program

An award program for staff members who provide exceptional customer service

Submitter's Name: _____

Hospital Address: _____

Telephone #: _____

Date of Submission: _____

Employee you wish to recognize: _____

Their Hospital Address: _____

Their Telephone #: _____

Their Dept. Head's Name: _____

Their Dept. Head's Address: _____

Categories (CHECK ONE OR MORE)

- Accomplished difficult goal(s)
- Removed obstacles to hospital success
- Implemented innovated idea (s) (quality improvement)
- Contributed to high employee morale and group effectiveness
- Inspired and mentored others
- Pioneered process or technology resulting in major cost savings
- Repeatedly demonstrated extraordinary patient care
- Other

Please elaborate: _____

INSTRUCTIONS:

1. Fill in the nomination form completely.
2. If extra space is needed, use back of nomination form or attach materials to this form.
3. Ask the manager of the person you are nominating to approve and sign the form.
4. After it has been manager approved, mail form to Kitty Donohue, Service Excellence Dept, UH- C437.
5. If you have any questions about the program, contact Kitty Donohue at 2-2365.
6. The winner will be invited to a luncheon with the CEO, have their names added to the *Wall of Fame*, be featured in the *Five Star Service Quarterly News* and and be eligible for the Employee of the Year Award.

The University Hospital's
Employee Reward Preferences Survey



Dear Staff Member,

At *The University Hospital*, we believe in expressing our appreciation to employees who provide great service. We especially try to acknowledge our staff in a way that's meaningful to each person. To do this, we ask that you complete this form so we can learn more about your personal and unique preferences. Thanks!

1. Name: _____ Nickname: _____

2. Shift: _____ Birthday: (month and day only) _____

3. Favorite color: _____ Favorite food: _____

4. Favorite snack: _____

5. Favorite kind of music: _____

6. Favorite charity or organization that's near and dear to your heart? _____

7. Favorite magazine: _____ Do you have a subscription? Yes No

8. Favorite hobby or special interest: _____

9. Tell us a little about yourself: (i.e., your family, children, etc.)

10. Favorite store to shop: _____

11. Do you like to go to the movies? Yes No

12. Do you enjoy a little open praise (in the company of your own department) or do you prefer to be thanked in private? Open Praise Private Both...Pour it on and don't be shy!

13. Do you like to be surprised? Yes No Either way! (as long as the surprise is a good one!)

14. In terms of department celebrations, which do you prefer? (check all that apply)

Breakfasts

Lunches

Pizza Parties

Pot Luck lunches/dinners

Personal gift

These are great, but I have a better idea....

My idea is: _____

15. What's your idea of a GREAT reward? _____

16. What do you feel contributes to a great work atmosphere?
