Efforts & Achievements are Properly Recognized

Understanding the Issue

This theme measures the level of employee recognition that the organization provides towards employee efforts and achievements.

This theme encompasses both formal and informal recognition.

The existence of a formal recognition program alone does not inherently translate into a sense of recognition for employees.

The results for this theme are often aligned with:

- I Receive Timely Recognition on the Quality of My Work.

Factors that Influence

+ Interaction Between Mgt. and Employees
+ Interaction Between Employees and Teams
+ Metrics Measuring Effort and Achievement

Recommended Action Items

Consider implementing the following action items as part of your personalized strategy to improve the level of employee engagement within your team.

1 Be Specific

While general praise does have value, specifying the employee action and its positive impact substantially increases the power of recognition. In addition to celebrating team successes, highlighting individual efforts gives recognition efforts more impact.

2 Align with Core Values

Recognize behaviors and accomplishments that align with the organization's purpose and core values. Recognizing areas connected to core values, for example leadership and teamwork, help clarify the values employees are expected to embody. This reinforces positive behavior and strengthens organizational culture.

3 Recognize the Small Things

Do not overlook small achievements where employees have gone above and beyond. Take time to appreciate the little things. Every day recognition can motivate employees just as much as major accomplishments.

4 Standards of Recognition

When setting expectations, be sure to use objective criteria such as sales or KPI targets that are easy to understand and measure. Use these as a baseline for measuring performance that can be referenced for employee feedback and development.

Why is this Important?

Employee recognition is an important tool for managers' use to bolster employee engagement, improve motivation, and encourage stronger performance of both teams and individuals.

Proper recognition of efforts and achievements can also help the organization retain top performers as well as reduce turnover.

Working to Improve Employee Performance

Understanding the Issue

This theme measures an employees' perceptions of how effective their employer is in improving the effectiveness, quality, and efficiency of their staff.

The metrics to best measure employee performance are speed, efficiency, quality, depth, trust, and consistency.

The results for this theme can often align with: *I receive regular constructive feedback on my overall job performance.*

Factors that Influence

+ Management styles
+ Employee job function
+ Communication
+ Job environment

Recommended Action Items

Consider implementing the following action items as part of your personalized strategy to improve the level of employee engagement within your team.

1 Communication & Feedback

Managers should give and encourage feedback through ongoing communication with employees. These discussions can help managers acquire insight to help keep a finger on the pulse of their employees' needs, attitudes and motivations

2 Providing the Necessary Tools and Resources

Ensuring employees have adequate resources and access to information will enhance their ability to successfully achieve their goals. Positive support can include items such as; ongoing training, coaching and mentorships opportunities

3 Use SMART Goals

Utilize one-on-one meetings with employees to set expectations and for goal setting. Ensure the goals are realistic and SMART - specific, measurable, achievable, relevant and time bound

4 Empower Employees

Empower employees will feel more confident in their skills and abilities which can result in noticeable improvements in performance. There is a strong link between taking ownership, demonstrating accountability and having a high level of trust in the workplace. Strive to embed these three elements into the culture and values of your organization.

Why is this Important?

When employees acknowledge the efforts afforded to help them improve, it substantiates that their personalized action plans are having the desired impact on their performance.

Conversely, a low score indicates a negative sentiment that performance has not improved with employer efforts and something else is required to bring about positive change.

Regular Feedback on Job Performance

Understanding the Issue

This theme measures the dynamic between a manager and employee for the purpose of aligning overall job performance with individual and company goals, over time.

Regular constructive feedback allows a manager the opportunity to describe the impact of specific behaviors and to provide valuable guidance.

Factors that Influence

+ Language and Tone
+ Focus on Shortcomings
+ The use of Inferences
+ Personal Emotions

Recommended Action Items

Consider implementing the following action items as part of your personalized strategy to improve the level of employee engagement within your team.

1 Focus on Behavior Rather Than the Person

Be specific about employee behaviors that are observed in the workplace and describe the expected behaviors. Use adverbs to describe actions rather than adjectives which describe qualities.

2 Start With What is Working

Begin by highlighting the positives and what is working. This helps reinforce desired outcomes and sets a positive tone for the rest of the conversation. Employees are more receptive to discussions on areas requiring improvement when the conversation began in a positive tone.

3 Description Over Judgement

During conversation stay factual when delivering feedback. Avoid evaluative language to prevent an employee from responding defensively. Facts describe what was seen or occurred while judgment refer to things as good/bad, right/wrong.

4 Maintain Collaborative Dialogue

Focus on building a culture that fosters open communication. Be mindful that for collaborative communication to be successful it should include critical elements such as an agreed common purpose, shared power and trust. A collaborative approach facilitates the art of giving constructive feedback.

Why is this Important?

Regular constructive feedback helps employees grow as it trains them in corresponding effectively with their managers and thinking critically.

If employees don't know where they stand on performance, they will lack the ability to grow.

Performance feedback sparks growth by bringing awareness that leads to action, which leads to positive change.

Powered by:

FLEX

FlexSurveys.com

Opportunity to Share Thoughts & Ideas

Understanding the Issue

This theme measures how easy employees feel it is to share their own ideas and feedback with supervisors and managers.

In addition to formal opportunities to present their thoughts, this result reflects employees' feelings about how welcome their input is by others.

Results in this area often complement Employee efforts and achievements are properly recognized.

Factors that Influence

+ Seniority level of employees
+ Hierarchical distance (i.e. Power Distance) between managers and subordinates

Recommended Action Items

Consider implementing the following action items as part of your personalized strategy to improve the level of employee engagement within your team.

1 Provide Options

Not all employees feel comfortable raising issues in a group setting. Create opportunities for one-on-one, casual conversations to enable staff to express their views and recommendations. Encourage feedback by having managers take time to actively seek out feedback from staff.

2 Model the Behavior

When managers lead by example and demonstrate a willingness to 'run ideas up the flagpole', it encourages their teams to do the same. Conversely, when certain topics/issues are constantly sidestepped, it promotes a work culture where difficult conversations cause anxiety and are avoided.

3 Encourage and Reward Dialogue

From giving credit to staff when in a group to formal rewards to staff whose ideas make an impact. Display a willingness to listen so staff feel that while every idea may not be implemented, they will be heard. If staff feel their thoughts are falling on deaf ears or will be criticized, they will quickly stop sharing.

4 Team Communication & Culture

Actively pursue team building through activities and inter-departmental events that break down an "us-versus-them" culture. When projects launch or wrap, be sure to celebrate and provide employees with opportunities to interact and build relationships. When staff feel comfortable and supported, they are likely to open-up and share information.

Why is this Important?

For an organization to innovate change and address pressing challenges, it is critical that employees feel comfortable sharing their thoughts and ideas.

Moreover, feeling free to express ideas and opinions is a major component of an employee's sense of belonging and engagement.

When employees feel hesitant to share ideas or believe their input is not valued, it directly impacts their morale.

This negative impact is even greater when experienced by senior managers and VPs which can become precursors to larger issues.

Powered by:

FLEX

FlexSurveys.com